



PUBLIC SERVICE COMMISSION OF UTAH

ANNUAL REPORT 2019

A YEAR OF ACCOMPLISHMENTS
JULY 1, 2018 TO JUNE 30, 2019



Electric



Natural Gas



Telecommunications



Water

Table of Contents

Letter to the Governor, Members of the Senate, and Members of the House of Representatives	ii
Public Service Commission Personnel – June 30, 2019	iii
History of the Public Service Commission of Utah & the Regulatory Process	1
Electric Utilities Overview	5
<i>Electric Dockets</i>	11
<i>Electric Utility Companies</i>	18
Natural Gas Utilities Overview	20
<i>Natural Gas Dockets</i>	28
<i>Natural Gas Companies</i>	32
Telecommunications Utilities Overview	33
<i>Telecommunications Dockets</i>	38
<i>Telecommunications Companies</i>	49
Relay Utah Overview	61
Water Utilities Overview	66
<i>Water Dockets</i>	67
<i>Water Companies</i>	68
Miscellaneous Dockets	71
Rule Dockets Overview	72
Complaint Resolution	73

STATE OF UTAH

Public Service Commission



Honorable Gary Herbert

Governor, State of Utah

Honorable Members of the Senate

Honorable Members of the House of Representatives

It is a pleasure to present to you the Annual Report for fiscal year 2019 of the Public Service Commission of Utah (PSC). This report has been prepared in accordance with Utah Code Ann. §§ 67-1-2.5(5)(a) and 54-1-10, which requires the PSC to submit to you a report of its activities during the fiscal year ending June 30, 2019.

This annual report highlights the issues and activities the PSC has focused on during the year.

Pursuant to Utah Code Ann. § 67-1-2.5(5)(a), the official function and purpose of the PSC is the technical and economic regulation of Utah's public utility companies. These privately owned and government regulated companies provide electricity, natural gas, water, sewer, and telecommunications services to Utah homes and businesses. This annual report summarizes the work and actions of the PSC and the significant statute and administrative rule changes that occurred during the previous fiscal year. PSC recommendations for further statutory and rule changes include currently published rule changes addressing utility customer information and marketing, rule changes that are in development to implement the Utah Community Renewable Energy Act, and a proposed statutory change modifying one time frame for agency rehearing. All of these potential rule and statutory changes are outlined in detail on the PSC's website. As required by Utah Code Ann. § 67-1-2.5(5)(a)(iv), the PSC recommends that it should continue to exist.

We look forward to your continued support as we serve the citizens of Utah.

Respectfully submitted,

Thad LeVar, Commission Chair

David R. Clark, Commissioner

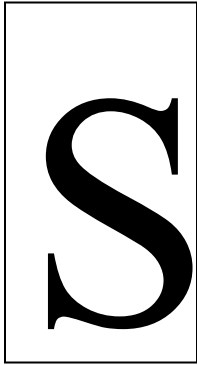
Jordan A. White, Commissioner

Public Service Commission Personnel – June 30, 2019

<i>Chair</i>	<i>Thad LeVar</i>
<i>Commissioner</i>	<i>David Clark</i>
<i>Commissioner</i>	<i>Jordan White</i>
<i>PSC Secretary</i>	<i>Gary Widerburg</i>
<i>Executive Staff Director</i>	<i>Carol Revelt</i>
<i>Legal Counsel</i>	<i>Melanie Reif</i>
<i>Legal Counsel.</i>	<i>Michael Hammer</i>
<i>Utility Technical Consultant</i>	<i>John Harvey</i>
<i>Utility Technical Consultant</i>	<i>Jamie Dalton</i>
<i>Utility Technical Consultant</i>	<i>Eric Martinson</i>
<i>Utility Technical Consultant</i>	<i>Joseph Holland</i>
<i>Lead Paralegal</i>	<i>Melissa Paschal</i>
<i>Paralegal</i>	<i>Fred Nass</i>
<i>Paralegal</i>	<i>Faqiha Zahra</i>
<i>Paralegal</i>	<i>Ashley George</i>
<i>Accounting Technician III</i>	<i>Maxine Lynch</i>
<i>Telecommunications Relay Specialist (TRS)</i>	<i>Jodi Goodenough</i>
<i>Equipment Delivery Specialist</i>	<i>Brad Blackner</i>
<i>Equipment Delivery Specialist</i>	<i>Diane Stidham</i>
<i>Equipment Delivery Specialist</i>	<i>Brey Tarbox</i>

HISTORY

OF THE PSC & THE REGULATORY PROCESS



Since its origin under the Public Utilities Act of 1917, the Public Service Commission of Utah (PSC) has served the citizens of Utah through technical and economic regulation of the state's public utility companies. These privately owned but government regulated companies provide telecommunications, electricity, natural gas, water, and sewer systems through which important services are delivered to Utah households and businesses.

Utility companies are certificated monopolies. With some exceptions in the telecommunications industry, each utility is the sole provider of utility service in a designated geographic area of the State.

Because there is no competition, federal and state law obligates the PSC to promote and protect the public interest by ensuring that public utility service is adequate in quality and reliability, and is available to everyone at just and reasonable prices. The prices, terms, and conditions of utility service affect the quality of the state's infrastructure.

Organization of the Regulatory Function in Utah Today

Since 1983, when the legislature last reorganized Utah's public utility regulatory function, the PSC has been an independent entity with a small staff. The PSC consists of a three-member commission, each commissioner appointed by the Governor to a six-year term, an administrative secretary and clerical staff, an executive staff director and technical staff, legal staff, and paralegal staff. Currently the PSC employs seventeen full-time and three part-time employees.

The Division of Public Utilities (DPU), within the Utah Department of Commerce, performs public utility audits and investigations, helps resolve customer complaints, and enforces PSC orders. Since its 1983 reorganization, the DPU has been empowered to represent an impartially-determined, broad public interest before the PSC. The DPU employs a Director and a clerical and technical staff of approximately thirty people and receives legal assistance from the Office of the Attorney General.

Utah's utility consumer advocate was first established as the Committee of Consumer Services in 1977 by the Utah Legislature. In 2009 the Utah Legislature reorganized the Committee into the Office of Consumer Services (OCS). The OCS is staffed with five full-time professionals led by a Director who is appointed by the Governor, with the concurrence of the Committee and consent of the Senate, for a term of six years. The Director, on behalf of the OCS, represents the interests of residential and small commercial consumers. The Committee of Consumer Services is a nine-member board that advises the OCS regarding utility rate changes, policy objectives, and other regulatory actions that impact residential, small commercial, and irrigator customers.

How the PSC Works

As a regulatory decision-making body, the PSC exercises a delegated legislative power. Each regulatory decision is reached quasi-judicially – the decision must be based on evidence of record gathered in open public hearings in docketed proceedings. All dockets are scheduled to protect the due process rights of parties.

In the course of a hearing, parties may include the subject public utility, the DPU, and the OCS. Parties present the sworn testimony and evidence of expert witnesses who are subject to cross-examination.

In cases where hundreds of millions of dollars may be at stake or important issues of regulatory policy arise, intervenors may participate, representing interests as diverse as low-income customers, environmental groups, and large industrial customers. Regulatory decisions may distribute outcomes as gains or losses to particular parties. Cases raise issues of law, economics, accounting, finance, engineering, and service quality.

The PSC's task is reaching decisions that balance the interests of concerned parties in pursuit of outcomes that protect and promote the overall public interest. These decisions can be reviewed by the Utah Supreme Court.

During fiscal year 2019, there were 352 active and opened dockets. The PSC regulated 178 utility companies including gas, electric, telecommunications, water, sewer, and railroads, and approximately \$3.5 billion intrastate revenue was reported in the 2018 calendar year.

PUBLIC SERVICE COMMISSION OF UTAH COMMISSIONERS

<u>Years of Service</u>	<u>Name</u>	<u>Residence</u>
1917-21	Henry H. Blood	Kaysville
1917-23	Joshua Greenwood	Nephi
1917-25	Warren Stoutner	Salt Lake City
1921-23	Abbot R. Heywood	Ogden
1923-37	Elmer E. Corfman	Salt Lake City
1923-37	Thomas E. McKay	Huntsville
1925-33	George F. McGonagle	Salt Lake City
1933-35	Thomas H. Humphreys	Logan
1935-37	Joseph S. Snow	St. George
1937-41	Ward C. Holbrook	Clearfield
1937-41	Otto A. Wiesley	Salt Lake City
1937-40	Walter K. Granger	Cedar City
1941-43	George S. Ballif	Provo
1941-49	Oscar W. Carlson	Salt Lake City
1941-51	Donald Hacking	Price
1943-52	W.R. McEntire	Huntsville
1949-73	Hal S. Bennett	Salt Lake City
1951-56	Stewart M. Hanson	Salt Lake City
1952-72	Donald Hacking	Price
1956-57	Rue L. Clegg	Salt Lake City
1957-63	Jesse R. Budge	Salt Lake City
1963-65	Raymond W. Gee	Salt Lake City
1965-67	D. Frank Wilkins	Salt Lake City
1967-69	Donald T. Adams	Monticello
1969-72	John T. Vernieu	Richfield
1972-75	Eugene S. Lambert	Salt Lake City
1972-76	Frank S. Warner	Ogden
1973-79	Olof E. Zundel	Brigham City
1975-76	James N. Kimball	Salt Lake City
1976-77	Joseph C. Folley	Ogden
1976-82	Milly O. Bernard	Salt Lake City
1977-80	Kenneth Rigtrup	Salt Lake City
1979-85	David R. Irvine	Bountiful
1980-89	Brent H. Cameron	Salt Lake City
1982-95	James M. Byrne	Salt Lake City
1985-92	Brian T. Stewart	Farmington
1989-91	Stephen F. Mecham	Salt Lake City
1991-95	Stephen C. Hewlett	Salt Lake City
1992-2003	Stephen F. Mecham	Salt Lake City
1995-2005	Constance B. White	Salt Lake City
1995-2001	Clark D. Jones	Salt Lake City
2001-2012	Richard M. Campbell	Riverton
2003-2012	Theodore Boyer	Salt Lake City
2005-2015	Ronald Allen	Stansbury
2013-Present	Thad LeVar	Tooele
2013-Present	David Clark	Highland
2015-Present	Jordan White	Bountiful

PUBLIC SERVICE COMMISSION OF UTAH SECRETARIES

<u>Yrs. of Service</u>	<u>Name</u>	<u>Residence</u>
1917-23	Thomas E. Banning	Salt Lake City
1923-35	Frank L. Ostler	Salt Lake City
1935-36	Theodore E. Thain	Logan
1936-38	Wendell D. Larson	Salt Lake City
1938-40	J. Allan Crockett	Salt Lake City
1941-43	Charles A. Esser	Salt Lake City
1943-44	Theodore E. Thain	Logan
1945-48	Royal Whitlock	Gunnison
1949-49	C.J. Stringham	Salt Lake City
1949-56	Frank A. Yeamans	Salt Lake City
1956-59	C.R. Openshaw, Jr.	Salt Lake City
1959-60	Frank A. Yeamans	Salt Lake City
1960-70	C.R. Openshaw, Jr.	Salt Lake City
1970-71	Maurice P. Greffoz	Salt Lake City
1971-72	Eugene S. Lambert	Salt Lake City
1972-77	Ronald E. Casper	Salt Lake City
1977-79	Victor N. Gibb	Orem
1979-81	David L. Stott	Salt Lake City
1981-83	Jean Mowrey	Salt Lake City
1983-86	Georgia Peterson	Salt Lake City
1986-91	Stephen C. Hewlett	Salt Lake City
1991-2011	Julie P. Orchard	Bountiful
2012-Present	Gary L. Widerburg	Ogden

Electric Utilities Overview

The principal electric utility regulated by the PSC is PacifiCorp, who does business in Utah as Rocky Mountain Power. PacifiCorp is an investor-owned utility serving approximately 928,732 residential, commercial, and industrial customers in Utah. PacifiCorp also serves retail customers in five other Western states and wholesale customers throughout the west. PacifiCorp provides approximately 80 percent of the electricity to Utah homes and businesses. Other Utah customers are served either by municipal utilities, which are not regulated by the PSC, or by rural electric cooperatives or electric service districts, which are subject to minimal state regulation.

In fiscal year 2019, the PSC approved four rate changes, which resulted in an approximate 3 percent increase in the annual bill of a typical residential customer. An average residential customer uses 700 kilowatt-hours of electricity per month. The PSC also approved a one-time energy efficiency-related refund.

Impacts of Federal Tax Legislation

In April 2018, the PSC issued an order approving an ongoing annual rate reduction of \$61 million associated with the decrease of the corporate income tax rate and the repeal of the domestic production activities deductions resulting from federal tax reform legislation. In 2018, the \$61 million was refunded to customers over an 8-month period as reflected in Electric Service Schedule No. 197, Federal Tax Act Adjustment (Schedule 197), effective May 1, 2018. This rate change resulted in a 5.17 percent decrease in a typical residential customer's annual bill.

In November 2018, the PSC approved a settlement stipulation where parties agreed to maintain the previously approved \$61 million annual rate reduction until the effective date of rates set in PacifiCorp's next general rate case (GRC). In addition, parties settled issues relating to certain regulatory liabilities and excess deferred income taxes. Following approval of the stipulation, PacifiCorp filed, and the PSC approved, proposed changes to Schedule 197 to refund the \$61 million over 12 months rather than 8 months, as previously approved. This rate change was effective January 1, 2019 and resulted in an approximate 1.82 percent increase in a typical residential customer's annual bill.

Demand Side Management (DSM)

In November 2018, PacifiCorp proposed revising Electric Service Schedule No. 193, Demand Side Management (DSM) Cost Adjustment, to reflect a \$2.1 million reduction in its DSM Cost Adjustment surcharge. PacifiCorp also proposed issuing a one-time DSM-related refund of \$14.5 million under a new schedule, Electric Service Schedule No. 194, DSM Credit. The changes

were implemented to bring the variance between DSM collections and expenditures to an acceptable level. This request was approved by the PSC with the surcharge reduction effective January 1, 2018 and the one-time refund effective February 1, 2019. The surcharge adjustment resulted in an approximate 0.12 percent decrease in a typical residential customer's annual bill.

Energy Balancing Account (EBA)

In November 2018, the DPU filed its final audit report addressing PacifiCorp's EBA for calendar year 2017. The DPU proposed approximately \$900,000 in adjustments to the 2017 EBA. In March 2019, the PSC approved a \$0.2 million reduction to the \$2.8 deferred calendar year 2017 EBA costs and ordered that this adjustment be included in PacifiCorp's 2019 EBA filing. The PSC also approved the interim rates set in April 2018 as final.

In March 2019, PacifiCorp filed its 2019 EBA application requesting authority to increase EBA rates to recover \$23.9 million in total deferred EBA costs incurred in calendar year 2018, on an interim basis. In April 2019, the PSC approved PacifiCorp's application. This interim rate change resulted in an approximate 0.9 percent increase in a typical residential customer's annual bill.

Renewable Energy Credit (REC) Balancing Account

In May 2019, the PSC approved a \$0.335 million interim rate increase in PacifiCorp's recovery of revenues from Electric Service Schedule No. 98, REC Revenue Adjustment balancing account, effective June 1, 2019. This rate change resulted in a 0.03 percent increase in a typical residential customer's annual bill.

DSM and Electric Energy Conservation

In 2018, PacifiCorp spent approximately \$49.1 million on energy efficiency and load management programs. These programs help reduce load and improve energy efficiency in new and existing homes and non-residential buildings and processes, encourage the purchase of energy-efficient appliances, and directly control air conditioners and irrigation pumps. PacifiCorp reported that in 2018 its load management programs saved a maximum of 210 megawatts (MW) of power during a single load-reduction event. In addition, PacifiCorp reported its energy efficiency programs saved 284,684,283 megawatt hours (MWh) of energy.

PacifiCorp's Sustainable Transportation & Energy Plan Act Initiatives

In March 2016, the Utah Legislature enacted Senate Bill 115, Sustainable Transportation and Energy Plan Act (STEP). Among other things, STEP establishes a 5-year pilot program authorizing PacifiCorp to allocate, on average, \$10 million annually, subject to PSC approval, for the implementation of programs to develop solar resources, improve air quality, expand electric vehicle infrastructure, and to evaluate clean coal technologies, battery storage, and other emerging technologies.

On November 13, 2018, PacifiCorp requested permission to modify the previously approved budgets for certain STEP projects. Within the Clean Coal Research area, certain projects were canceled and others expanded. Specifically, PacifiCorp requested to transfer funds from the Alternative NOx Project to the Co-Firing Test of Woody-Waste Project and a test of Cryogenic Carbon Capture Technology. PacifiCorp also proposed to alter the individual project spending limit within the Commercial Line Extension program. Further, PacifiCorp requested an expansion of the Solar and Storage Technology Program. On February 6, 2019, the PSC approved the proposed changes.

In March 2019, PacifiCorp requested authorization to implement three additional STEP programs, specifically: the Power Balance and Demand Response to Optimize Charging at Intermodal Hub Project, a research effort to adaptively manage power flow between the grid and various electric vehicle charging needs (approximately \$2 million); the Wasatch Development Partnership Project for Battery Demand Response, which provides for the installation of individual storage batteries in each unit of a 600 unit multi-family development to be constructed (approximately \$3.27 million); and the Advanced Resiliency Management System Project, providing for the installation of automated meter reading facilities, communication equipment, and line sensor technology on distribution circuits connecting critical customers such as hospitals, trauma centers, and police and fire dispatch to enable real-time communication with PacifiCorp's control center (\$16.52 million). In June 2019, the PSC approved PacifiCorp's application and adopted reporting requirements.

Renewable Resource Request for Proposal

In March 2018, the Utah Legislature passed House Bill 261 – Renewable Energy Amendments (HB 261) which enacted Utah Code Ann. § 54-17-807, Solar photovoltaic or thermal solar energy facilities. Among other things, HB 261, allows utilities under certain circumstances to acquire solar resources to serve customers using rate recovery based on a competitive market price, subject to certain conditions. For PacifiCorp, this includes customers taking service under Electric Service Schedule No. 32, Service from Renewable Energy Facilities and Electric Service Schedule No. 34, Renewable Energy Purchases for Qualified Customers – 5,000 kW and Over. HB 261 also required the PSC to adopt rules related to its provisions.

In October 2018, based on input from parties, the PSC filed a new proposed rule R746-450, Procedural and Informational Requirements for Solar Resource Solicitations and Acquisitions with the Office of Administrative Rules. The new rule was made effective December 24, 2018.

In December 2018, pursuant to Utah Code Ann. § 54-17-807 and Utah Administrative Code (UAC) R746-450, PacifiCorp filed an application for approval of solicitation process ("Application") with the PSC requesting approval of its 2019 Renewable Resource Utah Request for Proposals solicitation process ("2019R RFP"). Under this 2019R RFP, PacifiCorp seeks up to approximately 205,000 MWh per year, for up to 25 years, of new solar photovoltaic, wind, or geothermal resources that can achieve commercial operation between June 30, 2020 and December 31, 2021.

In March 2019, the PSC issued an order determining that the solicitation process PacifiCorp proposed in the Application complied with Utah Code Ann. § 54-17-807 and UAC R746-450. Accordingly, the PSC approved PacifiCorp's Application.

Planning For Least Cost Reliable Power, Integrated Resource Plan (IRP)

The PSC requires PacifiCorp to file, on a biennial basis, an IRP describing its plan to supply and manage growing demand for electricity in its six-state service territory for the next 20 years. During the intervening year, PacifiCorp files an update to its most recent IRP. Citing ongoing economic analysis of its coal units that will inform subsequent portfolio development, in January 2019, PacifiCorp filed a request for an extension of the 2019 IRP filing from April 1, 2019 to no later than August 1, 2019. The PSC approved PacifiCorp's requested extension on March 12, 2019.

PSC-Related 2019 Legislative and Rule Changes

During the 2019 General Session, the Utah Legislature passed:

House Bill 411: This bill enacts the Community Renewable Energy Act in Utah Code Ann. §§ 54-17-901 to -909, Community Renewable Energy Act; defines terms and program requirements under the act; outlines the role and rulemaking authority of the PSC in approving a community renewable energy program under the act; establishes and clarifies options for customer participation and nonparticipation in programs under the act; provides an initial opt-out period for a participating customer to elect to leave the community renewable energy program without penalty; and establishes procedures concerning rates, customer billing, and renewable energy resource acquisition under the act.

In response to HB 411, on April 3, 2019, the PSC opened Docket No. 19-R314-01, Proposed Rulemaking Concerning Utah Code Ann. §§ 54-17-901 to -909, Community Renewable Energy Act. Rule development is ongoing and will continue into FY 2020.

House Bill 433: This bill relates to the Utah Inland Port Authority and, among many things, authorizes the PSC to provide for a renewable energy tariff for certain customers within authority jurisdictional land.

Senate Bill 150: This bill amends Utah Code Ann. § 54-7-13.5, Energy Balancing Accounts, and among other things, repeals the sunset date for an electrical corporation's energy balancing account, allowing a corporation to permanently recover 100% of its prudently incurred net power costs.

Senate Bill 206: This bill amends Utah Code Ann. § 54-8-3(4) regarding the definition of "electric facilities" in relation to cities of the first class and nominal voltages.

Rule Changes

- On October 12, 2018, the PSC initiated Docket No. 18-R460-01, Proposed Rulemaking Concerning Utility/Customer Relations regarding Third-Party Solicitations. In May 2019,

parties filed a consensus rule addressing the PSC-identified issues and in June 2019, the PSC filed a proposed new rule with the Office of Administrative Rules. The earliest possible effective date for the new rule is August 7, 2019.

- On March 26, 2019, the PSC initiated Docket No. 19-R310-01, Proposed Amendment to R746-310, Uniform Rules Governing Electricity Service by Electric Utilities. This rulemaking is in response to PacifiCorp's proposed changes to when and how billing adjustments are processed, adding transparency for customers to better understand the timelines and circumstances of an adjustment to their bills. This rule change was made effective May 22, 2019.

Other Activities

During FY 2019, the PSC reviewed two electric cooperative tariff filings for compliance with Utah Code Ann. § 54-7-12(7), evaluated two electric cooperative financing agreements (one filed by multiple cooperatives), and two electric cooperative requests for out-of-state distribution electric cooperative exemption from PSC jurisdiction.



ELECTRIC TECHNICAL CONFERENCES

The PSC sponsored the following technical conferences during fiscal year 2019:

[Docket No. 16-035-36](#): *In the Matter of the Application of Rocky Mountain Power to Implement Programs Authorized by the Sustainable Transportation and Energy Plan Act*

- April 2, 2019: PacifiCorp presented information and addressed questions pertaining to its proposal to implement the following new projects under STEP: (1) the power Balance and Demand Response to Optimize Charging at Intermodal Hub Project; (2) the Wasatch Development Partnership Project for Battery Demand Response; and (3) the Advanced 2 Resiliency Management System Project.

[Docket No. 17-035-69](#): *Investigation of Revenue Requirement Impacts of the New Federal Tax Legislation Titled: “An act to provide for reconciliation pursuant to titles II and V of the concurrent resolution of the budget for fiscal year 2018”*

- July 18, 2018: PacifiCorp addressed questions submitted by parties as well as provided information to PSC staff and interested parties concerning the Tax Cuts and Job Act.

[Docket No. 18-035-17](#): *Rocky Mountain Power’s Service Quality Review Report*

- January 8, 2019: PacifiCorp presented information and answered questions regarding its emergency response planning for fire risks, including the impacts of pro-active de-energization.
- January 9, 2019: PacifiCorp presented information and answered questions regarding its Advanced Metering Infrastructure (AMI) efforts.

[Docket No. 18-035-36](#): *Application of Rocky Mountain Power for Authority to Change its Depreciation Rates Effective January 1, 2021*

- November 6, 2018: PacifiCorp presented information to PSC staff and interested parties concerning its request to change depreciation rates.

[Docket Nos. 18-035-40](#) and [18-R460-01](#): *Proposed Rulemaking Concerning Utility/Customer Relations regarding Third-Party Solicitations*

- January 17, 2019: PacifiCorp and other interested parties presented recommendations regarding a process for drafting of rules concerning utility/customer relations regarding third-party solicitations.

[Docket No. 18-R450-01](#): *Proposed Rulemaking Concerning Utah Code Ann. § 54-17-807, Solar Photovoltaic or Thermal Solar Energy Facilities, Enacted May 8, 2018*

- July 20, 2018: The purpose of the technical conference/workshop was to discuss the draft rule language and comments filed in this docket with the goal of achieving consensus on draft rule language.

ELECTRIC DOCKETS

[Docket No. 11-035-104](#) – *In the Matter of the Investigation into Extending and Expanding the Solar Incentive Program and Possible Development of an Ongoing Program*

[Docket No. 13-035-02](#) – *In the Matter of the Application of Rocky Mountain Power for Authority to Change its Depreciation Rates Effective January 1, 2014*

[Docket No. 14-035-71](#) – *In the Matter of Rocky Mountain Power’s Annual Report of the Results from the 2013 Program Year for the Solar Photovoltaic Incentive Program Offered through Schedule 107*

[Docket No. 14-035-114](#) – *In the Matter of the Investigation of the Costs and Benefits of PacifiCorp’s Net Metering Program*

[Docket No. 16-035-27](#) – *In the Matter of the Application of Rocky Mountain Power for Approval of a Renewable Energy Services Contract between Rocky Mountain Power and Facebook, Inc. Pursuant to Tariff Electric Service Schedule 34*

[Docket No. 16-035-33](#) – *In the Matter of: the Application of Rocky Mountain Power for Approval of an Energy Service Contract between Rocky Mountain Power and Kennecott Utah Copper, LLC*

[Docket No. 16-035-36](#) – *In the Matter of the Application of Rocky Mountain Power to Implement Programs Authorized by the Sustainable Transportation and Energy Plan Act*

[Docket No. 16-035-T09](#) – *In the Matter of Rocky Mountain Power’s Proposed Electric Service Schedule No. 34, Renewable Energy Tariff*

[Docket No. 17-035-16](#) – *PacifiCorp’s 2017 Integrated Resource Plan*

[Docket No. 17-035-24](#) – *Low Income Lifeline Program Reports 2017*

[Docket No. 17-035-40](#) – *Application of Rocky Mountain Power for Approval of a Significant Energy Resource Decision and Voluntary Request for Approval of Resource Decision*

[Docket No. 17-035-61](#) – *Application of Rocky Mountain Power to Establish Export Credits for Customer Generated Electricity*

[Docket No. 17-035-62](#) – *Formal Complaint of Darlene Schmidt against Rocky Mountain Power*

[Docket No. 17-035-68](#) – *Application of Rocky Mountain Power for Approval of Power Purchase Agreement between PacifiCorp and Monticello Wind Farm, LLC*

[Docket No. 17-035-69](#) – *Investigation of Revenue Requirement Impacts of the New Federal Tax Legislation Titled: “An act to provide for reconciliation pursuant to titles II and V of the concurrent resolution of the budget for fiscal year 2018”*

[Docket No. 17-035-71](#) – *Application of Rocky Mountain Power for Approval of Electric Service Agreement and Operating*

Reserves Agreement between PacifiCorp and US Magnesium, LLC

[Docket No. 18-022-01](#) – Application of Deseret Generation & Transmission Co-operative, Bridger Valley Electric Association, Dixie-Escalante Rural Electric Association, Flowell Electric Association, Garkane Power Association, Moon Lake Electric Association, and Mount Wheeler Power, Inc. for Approval to Issue Securities

[Docket No. 18-027-02](#) – Application of Deseret Generation & Transmission Co-operative, Bridger Valley Electric Association, Dixie-Escalante Rural Electric Association, Flowell Electric Association, Garkane Power Association, Moon Lake Electric Association, and Mount Wheeler Power, Inc. for Approval to Issue Securities

[Docket No. 18-028-01](#) – Application of Deseret Generation & Transmission Co-operative, Bridger Valley Electric Association, Dixie-Escalante Rural Electric Association, Flowell Electric Association, Garkane Power Association, Moon Lake Electric Association, and Mount Wheeler Power, Inc. for Approval to Issue Securities

[Docket No. 18-030-02](#) – Application of Deseret Generation & Transmission Co-operative, Bridger Valley Electric Association, Dixie-Escalante Rural Electric Association, Flowell Electric Association, Garkane Power Association, Moon Lake Electric Association, and Mount Wheeler Power, Inc. for Approval to Issue Securities

[Docket No. 18-031-01](#) – Application of Deseret Generation & Transmission Co-operative, Bridger Valley Electric Association, Dixie-Escalante Rural Electric

Association, Flowell Electric Association, Garkane Power Association, Moon Lake Electric Association, and Mount Wheeler Power, Inc. for Approval to Issue Securities

[Docket No. 18-035-01](#) – Application of Rocky Mountain Power to Increase the Deferred EBA Rate through the Energy Balancing Account Mechanism

[Docket No. 18-035-04](#) – PacifiCorp's Semi-Annual Hedging Report

[Docket No. 18-035-06](#) – Application of Rocky Mountain Power for Authority to Revise Rates in Tariff Schedule 98, Renewable Energy Credits Balancing Account

[Docket No. 18-035-09](#) – PacifiCorp's Financial Reports 2018

[Docket No. 18-035-10](#) – Rocky Mountain Power's 2017 Annual Report of the Blue Sky Program

[Docket No. 18-035-15](#) – Low Income Lifeline Program Reports 2018

[Docket No. 18-035-16](#) – Rocky Mountain Power's First Annual Sustainable Transportation and Energy Plan Act Program Status Report

[Docket No. 18-035-17](#) – Rocky Mountain Power's Service Quality Review Report

[Docket No. 18-035-19](#) – Rocky Mountain Power's Demand-Side Management 2017 Annual Energy Efficiency and Peak Load Reduction Report

[Docket No. 18-035-21](#) – *Application of Rocky Mountain Power for Approval of Solicitation Process for Solar Photovoltaic and Thermal Resources*

[Docket No. 18-035-22](#) – *PacifiCorp d/b/a Rocky Mountain Power’s Affiliated Interest Report for Calendar Year 2017*

[Docket No. 18-035-23](#) – *Rocky Mountain Power’s 2018 Avoided Cost Input Changes Quarterly Compliance Filing*

[Docket No. 18-035-24](#) – *Rocky Mountain Power’s Solar Photovoltaic Incentive Program (Schedule 107) 2018 Annual Report*

[Docket No. 18-035-25](#) – *Rocky Mountain Power’s Annual Cost of Service Study – 2017*

[Docket No. 18-035-26](#) – *Request of Monticello Wind Farm, LLC. for Findings and Conclusions Regarding the Existence of a Legally Enforceable Obligation as Regards PacifiCorp dba Rocky Mountain Power*

[Docket No. 18-035-27](#) – *Rocky Mountain Power’s Semi-Annual Demand-Side Management (DSM) Forecast Reports*

[Docket No. 18-035-28](#) – *Rocky Mountain Power’s Customer Owned Generation and Net Metering Report and Attachment A for the Period April 1, 2017 through March 31, 2018*

[Docket No. 18-035-29](#) – *Formal Complaint of Kristy Buchanan against Rocky Mountain Power*

[Docket No. 18-035-30](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Nephi City, Utah*

[Docket No. 18-035-31](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with City of Blanding, Utah*

[Docket No. 18-035-32](#) – *Formal Complaint of Mark Barton against Rocky Mountain Power*

[Docket No. 18-035-33](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Monroe City, Utah*

[Docket No. 18-035-34](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Manti City, Utah*

[Docket No. 18-035-35](#) – *Rocky Mountain Power’s Notice of Renewable Resources in 2019*

[Docket No. 18-035-36](#) – *Application of Rocky Mountain Power for Authority to Change its Depreciation Rates Effective January 1, 2021*

[Docket No. 18-035-37](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Hyrum City, Utah*

[Docket No. 18-035-38](#) – *Application of Rocky Mountain Power for Approval of Power Purchase Agreement between PacifiCorp and Tesoro Refining & Marketing Company LLC*

[Docket No. 18-035-39](#) – *Investigation Re: Expiring Excess Generation Credits under Schedule 135*

[Docket No. 18-035-40](#) – *Rocky Mountain Power – Proposed Rulemaking Concerning Utility/Customer Relations regarding Third-Party Solicitations*

[Docket No. 18-035-41](#) – *Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Kennecott Utah Copper LLC – Refinery*

[Docket No. 18-035-42](#) – *Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Kennecott Utah Copper LLC – Smelter*

[Docket No. 18-035-43](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Oak City, Utah*

[Docket No. 18-035-44](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Monroe City, Utah*

[Docket No. 18-035-45](#) – *Request of Rocky Mountain Power for Approval of its Tenth-Year Strategic Communications and*

Outreach Action Plan and Budget for Demand Side Management

[Docket No. 18-035-46](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with City of Blanding, Utah*

[Docket No. 18-035-47](#) – *Application of Rocky Mountain Power for Approval of Solicitation Process for Solar Photovoltaic and Thermal Resources*

[Docket No. 18-035-48](#) – *Application of Rocky Mountain Power for an Accounting Order for Settlement Charges Related to its Pension Plans*

[Docket No. 18-035-T04](#) – *Rocky Mountain Power's Proposed Tariff Revisions to Electric Service Regulation Nos. 4 (Supply and Use of Service), 5 (Customer's Installation), 7 (Metering), 9 (Deposits), 10 (Termination of Service and Deferred Payment Agreement), 12 (Line Extensions), and Electric Service Schedule No. 300 (Regulation Charges)*

[Docket No. 18-035-T05](#) – *Rocky Mountain Power's Proposed Tariff Revisions to Electric Service Schedule No. 193 (Demand Side Management Cost Adjustment) and Proposed Electric Service Schedule No. 194 (Demand Side Management Credit)*

[Docket No. 18-035-T06](#) – *Rocky Mountain Power's Proposed Tariff Revisions to Electric Service Schedule No. 197 (Federal Tax Act Adjustment) in Compliance with the Public Service Commission's Order Approving Settlement Stipulation in Docket No. 17-035-69, issued November 9, 2018*

[Docket No. 18-066-02](#) – *Application of Deseret Generation & Transmission Cooperative, Bridger Valley Electric Association, Dixie-Escalante Rural Electric Association, Flowell Electric Association, Garkane Power Association, Moon Lake Electric Association, and Mount Wheeler Power, Inc. for Approval to Issue Securities*

[Docket No. 18-066-T02](#) – *Dixie Power's Proposed Tariff Revisions*

[Docket No. 18-506-01](#) – *Application of Deseret Generation & Transmission Cooperative, Bridger Valley Electric Association, Dixie-Escalante Rural Electric Association, Flowell Electric Association, Garkane Power Association, Moon Lake Electric Association, and Mount Wheeler Power, Inc. for Approval to Issue Securities*

[Docket No. 18-999-01](#) – *Miscellaneous Correspondence and Reports Regarding Electric Utility Services; 2018*

[Docket No. 18-999-14](#) – *Miscellaneous Electric Correspondence for 2018*

[Docket No. 18-R450-01](#) – *Proposed Rulemaking Concerning Utah Code Ann. § 54-17-807, Solar Photovoltaic or Thermal Solar Energy Facilities, Enacted May 8, 2018*

[Docket No. 19-025-01](#) – *Formal Complaint of Joseph Anthony Musumeci against Empire Electric Association, Inc.*

[Docket No. 19-027-T01](#) – *Flowell Electric Association, Inc.'s Proposed Tariff Revisions*

[Docket No. 19-030-01](#) – *Formal Complaint of Robert Ducey against Moon Lake Electric Association, Inc.*

[Docket No. 19-030-02](#) – *Formal Complaint of Virginia Keel against Moon Lake Electric Association, Inc.*

[Docket No. 19-031-01](#) – *Mt. Wheeler Power, Inc.'s Request for Out-of-State Distribution Electric Cooperative Exemption from Commission Jurisdiction*

[Docket No. 19-035-01](#) – *Application of Rocky Mountain Power to Increase the Deferred EBA Rate through the Energy Balancing Account Mechanism*

[Docket No. 19-035-02](#) – *PacifiCorp's 2019 Integrated Resource Plan*

[Docket No. 19-035-03](#) – *PacifiCorp's Semi-Annual Hedging Report*

[Docket No. 19-035-04](#) – *Application of Rocky Mountain Power for Approval of the Pole Attachment Agreement for Small Cell and Wi-Fi Antennas between Rocky Mountain Power and New Cingular Wireless PCS LLC*

[Docket No. 19-035-05](#) – *Formal Complaint of Sundial Lodge Homeowners Association against Rocky Mountain Power*

[Docket No. 19-035-06](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with City of Blanding, Utah*

[Docket No. 19-035-07](#) – *Division of Public Utilities' Audit of PacifiCorp's 2018 Fuel Inventory Policies and Practices*

[Docket No. 19-035-08](#) – *PacifiCorp's Financial Reports 2019*

[Docket No. 19-035-09](#) – *Application of Rocky Mountain Power for Approval of the Master Electric Service Agreement between PacifiCorp and Utah Refractories Corporation*

[Docket No. 19-035-10](#) – *Formal Complaint of Community Advocacy for Safety and Public Rights against Rocky Mountain Power*

[Docket No. 19-035-11](#) – *Application of Rocky Mountain Power for Authority to Revise Rates in Tariff Schedule 98, Renewable Energy Credits Balancing Account*

[Docket No. 19-035-12](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Hurricane City, Utah*

[Docket No. 19-035-13](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Monroe City, Utah*

[Docket No. 19-035-14](#) – *Rocky Mountain Power's 2018 Annual Report of the Blue Sky Program*

[Docket No. 19-035-15](#) – *Rocky Mountain Power's 2018 Annual Report of the Subscriber Solar Program*

[Docket No. 19-035-16](#) – *Low Income Lifeline Program Reports 2019*

[Docket No. 19-035-17](#) – *Rocky Mountain Power's Second Annual Sustainable Transportation and Energy Plan Act ("STEP") Program Status Report*

[Docket No. 19-035-18](#) – *Rocky Mountain Power's 2019 Avoided Cost Input Changes Quarterly Compliance Filing*

[Docket No. 19-035-19](#) – *Rocky Mountain Power's Service Quality Review Report*

[Docket No. 19-035-20](#) – *Application of Rocky Mountain Power for Approval of the Non-Generation and Renewable Energy Credit Supply Agreement between PacifiCorp and Kennecott Utah Copper LLC*

[Docket No. 19-035-21](#) – *Request of Rocky Mountain Power for Major Event Exclusion for the Weather-Related Events that Occurred on March 28-31, 2019*

[Docket No. 19-035-22](#) – *Rocky Mountain Power's Demand-Side Management 2018 Annual Energy Efficiency and Peak Load Reduction Report*

[Docket No. 19-035-23](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with the City of Blanding, Utah*

[Docket No. 19-035-24](#) – *PacifiCorp d/b/a Rocky Mountain Power's Affiliated Interest Report for Calendar Year 2018*

[Docket No. 19-035-25](#) – *Rocky Mountain Power's Solar Photovoltaic Incentive Program (Schedule 107) 2019 Annual Report*

[Docket No. 19-035-26](#) – *Formal Complaint of Frankie Baker against Rocky Mountain Power*

[Docket No. 19-035-27](#) – *Rocky Mountain Power's Annual Cost of Service Study – 2018*

[Docket No. 19-035-T01](#) – *Rocky Mountain Power's Proposed Tariff Revisions to Electric Service Schedule No. 140, Non-Residential Energy Efficiency*

[Docket No. 19-035-T02](#) – *Rocky Mountain Power's Proposed Tariff Revisions to Electric Service Regulation Nos. 7 (Metering) and 8 (Billings)*

[Docket No. 19-035-T03](#) – *Rocky Mountain Power's Proposed Tariff Revisions to Electric Service Schedule No. 300, Regulation Charges*

[Docket No. 19-035-T04](#) – *Rocky Mountain Power's Proposed Tariff Revisions to Electric Service Schedule No. 118, Low Income Weatherization*

[Docket No. 19-035-T05](#) – *Rocky Mountain Power's Proposed Tariff Revisions to Electric Service Schedule No. 114, Air Conditioner Peak Management Program (Cool Keeper Program)*

[Docket No. 19-035-T06](#) – *Application of Rocky Mountain Power for Approval of an Indoor Agricultural Lighting Tariff, Electric Service Schedule No. 22*

[Docket No. 19-035-T07](#) – *Rocky Mountain Power's Proposed Tariff Revisions to Electric Service Schedule No. 37, Avoided Cost Purchases from Qualifying Facilities*

[Docket No. 19-035-T08](#) – *Rocky Mountain Power's Proposed Changes to Schedule 73, Subscriber Solar Program Rider Optional*

[Docket No. 19-035-T09](#) – *Rocky Mountain Power's Proposed Tariff Revisions to Electric Service Schedule No. 135, Net Metering Service*

[Docket No. 19-066-01](#) – *Application of Dixie-Escalante Rural Electric Association, Inc. for Authority to Issue Securities in the Form of a Loan Agreement and Secured Promissory Note*

[Docket No. 19-066-T01](#) – *Dixie Power's Proposed Tariff Revisions*

[Docket No. 19-999-01](#) – *Miscellaneous Correspondence and Reports Regarding Electric Utility Services; 2019*

[Docket No. 19-R310-01](#) – *Proposed Amendment to R746-310, Uniform Rules Governing Electricity Service by Electric Utilities*

[Docket No. 19-R314-01](#) – *Proposed Rulemaking Concerning Utah Code Ann. §§ 54-17-901 to -909, Community Renewable Energy Act*

Electric Utility Companies

INVESTOR OWNED

PacifiCorp

825 NE Multnomah Street, Ste. 2000
Portland, OR 97232
Tel: (503) 813-5000
Fax: (503) 813-5900
Web: www.pacificorp.com

PacifiCorp dba

Rocky Mountain Power

1407 W North Temple, Ste. 330
Salt Lake City, UT 84116
Tel: (801) 220-2000
Fax: (801) 220-2798
Web: www.rockymountainpower.net

RETAIL COOPERATIVES

Bridger Valley Electric Association

40014 Business Loop I-80
Lyman, WY 82937
Mailing Address:
PO Box 399
Mountain View, WY 82939-0399
Tel: (307) 786-2800
(800) 276-3481
Fax: (307) 786-4362
Web: www.bvea.coop

Dixie Escalante Rural Electric Ass'n, Inc. d/b/a Dixie Power

71 E. Highway 56
Beryl, UT 84714
Tel: (435) 439-5311
Fax: (435) 439-5352
Web: www.dixiepower.com

Empire Electric Association, Inc.

801 N. Broadway
PO Drawer K
Cortez, CO 81321-0676
Tel: (970) 565-4444
(800) 709-3726
Fax: (970) 564-4404
Web: www.eea.coop
www.empireelectric.org

Flowell Electric Association, Inc.

495 N. 3200 W.
Fillmore, UT 84631
Tel: (435) 743-6214
Fax: (435) 743-5722

Garkane Energy Cooperative, Inc.

120 W. 300 S.
PO Box 465
Loa, UT 84747-0465
Tel: (435) 836-2795
(800) 747-5403
Fax: (435) 836-2497
Web: www.garkaneenergy.com

Moon Lake Electric Association, Inc.

188 W. 200 N.
PO Box 278
Roosevelt, UT 84066-0278
Tel: (435) 722-2448
(801) 619-3700
(800) 437-9056
Fax: (435) 722-3752
Web: www.mleainc.com

Mt. Wheeler Power, Inc.

1600 Great Basin Blvd
PO Box 151000
Ely, NV 89301-1000
Tel: (775) 289-8981
(800) 977-6937
Fax: (775) 289-8987
Web: www.mwpower.net

Raft River Rural Electric Cooperative, Inc.

250 N. Main St.
PO Box 617
Malta, ID 83342-0617
Tel: (208) 645-2211
(800) 342-7732
Fax: (208) 645-2300
Web: www.rrelectric.com

Wells Rural Electric Company

1451 N. Humboldt Ave.
PO Box 365
Wells, NV 89835-0365
Tel: (775) 752-3328
Fax: (775) 752-3407
Web: www.wrec.coop

WHOLESALE COOPERATIVE

Deseret Generation & Transmission Cooperative

10714 South Jordan Gateway, Ste. 300

South Jordan, UT 84095-3921

Tel: (801) 619-6500
(800) 756-3428
Fax: (801) 619-6599
Web: www.deseretgt.com
www.deseretpower.com

OTHER

South Utah Valley Electric Service District

803 N. 500 E.
PO Box 349
Payson, UT 84651
Tel: (801) 465-8020
Fax: (801) 465-8017
Web: www.sesdofutah.com

Strawberry Water Users Association

745 N. 500 E.
PO Box 70
Payson, UT 84651
Tel: (801) 465-9273
Fax: (801) 465-4580
Web: www.strawberrywater.com

Ticaboo Utility Improvement District

Highway 276, Mile Marker 27
PO Box 2140
Ticaboo, UT 84533
Tel: (435) 788-8343
Fax: (435) 788-8343
Web: www.ticaboouid.com

Natural Gas Utilities Overview

Dominion Energy Utah (“Dominion”) currently provides natural gas distribution services to over one million customers and is the only natural gas utility regulated by the PSC for ratemaking purposes. Unlike most other natural gas utilities, Dominion owns or has access to natural gas production resources (i.e., “cost-of-service gas”) to meet a portion of its residential, commercial, and industrial sales customers’ gas demand. In addition, Dominion provides other services related to natural gas, such as the transportation of customer-acquired gas commodities through Dominion’s distribution system, and the sale of compressed natural gas for use in natural gas vehicles (NGV).

Rate Mechanisms

The PSC is responsible for determining just and reasonable rates for Dominion. During general rate case proceedings, the PSC evaluates system costs, excluding those for gas supply and transportation, Dominion incurs to provide service to its retail customers. At the conclusion of these proceedings, the PSC sets distribution non-gas (DNG) rates to cover Dominion’s costs and to provide a fair rate of return on its investments. Dominion’s most recent general rate case concluded in February 2014 and, pursuant to a PSC-approved stipulation, Dominion will file its next general rate case between July 1 and December 31, 2019.

DNG rates are set to include recovery of costs associated with Dominion’s U.S. Department of Transportation-required pipeline integrity management program, currently estimated at over \$10 million per year. Under this program, Dominion is required to conduct ongoing assessments of pipeline integrity and associated risks, collect and analyze pipeline data, and implement preventive and mitigating measures to ensure pipeline safety. When actual incurred integrity management costs vary from those projected, the difference is maintained in a special balancing account that is evaluated during general rate case proceedings.

Dominion also collects revenue through a variety of other PSC-approved rate mechanisms. At least twice annually, Dominion files a “pass-through” application with the PSC to adjust its rates to recover the costs of producing its own gas and purchases from others (collectively referred to in rates as the gas commodity rate element), and the costs associated with gas gathering, storage, and interstate transportation (collectively referred to in rates as the supplier non-gas, or SNG, rate element). When actual costs vary from those projected, the difference is maintained in a balancing account, and an appropriate rate adjustment is made in a pass-through rate proceeding. Most recently, in March 2019, Dominion’s pass-through application reflected commodity and SNG costs of \$464.7 million for Utah customers. The rates set in this proceeding reflected an estimated increase of approximately \$13.2 million when compared with the previous pass-

through proceeding. Commodity and SNG costs currently represent the majority of the costs of providing natural gas service to Dominion’s customers.

Since 2006, the PSC has approved the use of several other balancing accounts agreed to in various settlement stipulations, each supported by a diverse group of parties. These balancing accounts track costs and revenues associated with: the Conservation Enabling Tariff (CET), which allows Dominion to collect a fixed revenue-per-customer on a monthly basis in exchange for promoting customer energy efficiency programs; the Energy Efficiency (EE) program; and the energy assistance (EA) program for qualified low-income customers.

In June 2010, the PSC approved Dominion’s Infrastructure Tracker (IT) Pilot Program that allows Dominion to track and recover costs it incurs between general rate cases directly associated with replacement of certain aging infrastructure. These costs are recovered through a surcharge included in all of Dominion’s published rate schedules. In November 2018, Dominion filed its 2019 Replacement Infrastructure Annual Plan and Budget indicating its plans to replace high pressure feeder line segments in Davis, Box Elder, and Cache Counties, as well as several intermediate-high pressure belt line segments in Davis and Salt Lake Counties, at an estimated cost of \$70.9 million.

A. Traditional Rate Changes

In FY 2019, Dominion filed eight rate change applications, all of which the PSC approved. The following information presents the effective dates of the approved rate changes, the PSC-approved revenue changes and, in parentheses, the associated percent change in a typical residential customer’s annual bill, assuming 82 decatherms per year of natural gas.

On October 1, 2018, Dominion implemented a \$3.5 million (0.39 percent) rate increase associated with the IT Pilot Program.

On November 1, 2018, Dominion implemented an approximate \$49.5 million (5.75 percent) rate decrease reflecting the following elements: 1) a \$45.8 million (5.17 percent) revenue decrease associated with the gas pass-through balancing account; 2) a \$9.1 million (1.24 percent) revenue decrease associated with the CET account balance; 3) a \$5.4 million (0.67 percent) revenue increase associated with the EE program; and 4) a \$0.02 million (0.01 percent) revenue decrease associated with the low-income energy assistance program account balance.

On December 1, 2018, Dominion implemented a \$7.0 million (0.87 percent) revenue increase associated with the IT Pilot Program.

Effective April 1, 2019, Dominion implemented a \$19.5 million (2.42 percent) revenue increase reflecting the following elements: 1) a \$13.2 million (1.58 percent) revenue increase associated with the gas pass-through balancing account; and 2) a \$6.3 million (0.84 percent) revenue increase associated with the CET account balance.

Setting rates for a balancing account incorporates forecast judgment; accordingly, actual revenue collected in balancing accounts will vary from revenue amounts projected. Rates reset in

subsequent proceedings include the contemporaneous disposition of the balance in the respective balancing account. As of the end of April 2019, the gas pass-through balancing account reflected a balance of \$37.8 million owed to Dominion, the CET balancing account reflected a balance of \$0.2 million owed to Dominion, and the Integrity Management account reflected a balance of \$2.1 million owed to Dominion; as of the end of December 2018, the DSM balancing account reflected a balance of \$2.9 million owed to Dominion and the Low Income Energy Assistance program account reflected a balance of \$0.02 million owed to ratepayers.

In November 2018 and April 2019, Dominion filed applications to update the Transportation Imbalance Charge (TIC). For customers taking transportation service under Dominion's transportation service rate schedules, the TIC is applicable to volumes in excess of a plus or minus five-percent tolerance threshold. Effective November 1, 2018, the PSC approved an increase to the TIC from \$0.07645 to \$0.08122 per decatherm. Effective April 1, 2019, the PSC approved Dominion's application for a TIC rate increase to \$0.08323 per decatherm.

In January 2019, Dominion filed to rearrange the functionalization of certain cost elements associated with the production of cost-of-service gas. Dominion explained the tariff changes will ensure consistency in how gathering and processing costs for market and cost-of-service gas are treated in Dominion's gas pass-through applications. In May 2019, the PSC approved the application.

B. Rate Changes from the Tax Cuts and Jobs Act

In December 2017, the PSC opened Docket No. 17-057-26 to investigate the revenue requirement impacts to Dominion of federal tax legislation ("Tax Reform Act") enacted on December 22, 2017. Among other things, the Tax Reform Act reduced the federal income tax rate from 35 percent to 21 percent. Since then the PSC has approved various settlement stipulations between Dominion, the DPU, the OCS, and UAE related to the provisions of the Tax Reform Act. The stipulations identify the level and timing of certain tax surcredits and other related ratemaking issues. Subsequent to the Tax Reform Surcredit 1 approved in mid-2018, in FY 2019, the PSC approved two additional surcredits as follows:

Tax Reform Surcredit 2: Effective August 1, 2018, Dominion implemented a \$9.5 million (1.01 percent) rate decrease to return to customers excess federal income taxes collected between January 1, 2018 and May 31, 2018, plus interest.

Tax Reform Surcredit 3: Effective June 1, 2019, Dominion implemented a \$5.0 million (0.55 percent) rate decrease related to the 2018 excess deferred income tax (EDIT) amortization.

Future impacts on EDIT associated with the Tax Reform Act will be adjudicated during Dominion's next general rate case proceeding,

Resource Planning

A. Integrated Resource Planning

The PSC requires Dominion to prepare and file an annual integrated resource plan (IRP) which is used by Dominion as a guide for meeting its natural gas requirements on both a day-to-day and long-term basis. The PSC-approved 2009 IRP Standards and Guidelines are intended to ensure that present and future Dominion customers are provided the lowest cost natural gas energy services consistent with safe and reliable service, the fiscal requirements of a financially healthy utility, and the long-run public interest. The IRP is based on a 20-year planning horizon, focusing on the immediate future. During FY 2019, the PSC concluded its evaluation of Dominion's IRP for the plan year of June 1, 2018 - May 31, 2019 (2018 IRP) and commenced review of Dominion's IRP for the plan year of June 1, 2019 - May 31, 2020 (2019 IRP), filed in June 2019.

Dominion presented 2019 IRP-related information in five technical conferences. Evaluation of Dominion's 2019 IRP continues into FY 2020.

B. Natural Gas Conservation and Energy Efficiency Planning

The PSC reviews and approves Dominion's annual plan and budget for EE activities and the Market Transformation Initiative. This plan addresses programs proposed by Dominion, meant to encourage residential and commercial customers to conserve energy through education of and incentives for energy-efficient products, appliances, and construction methods. In CY 2018, Dominion spent \$23.4 million on its EE programs, or 95 percent of its PSC-approved \$24.5 million 2018 budget. According to Dominion, in 2018 there were approximately 78,800 participants in the various ThermWise® rebate, low income efficiency, and energy plan programs, with the energy comparison report being distributed to 285,000 customers. This participation resulted in an estimated annual natural gas savings of over 872,600 decatherms.

In December 2018, the PSC approved Dominion's proposed 2019 EE programs and market transformation initiative budget of \$25.5 million. Dominion estimated an annual savings of 1,203,472 decatherms (five percent above the 2018 EE programs savings estimate). The energy savings are approximately equivalent to the average annual natural gas consumption of almost 14,600 residential homes served by Dominion, assuming an annual average consumption of 82 decatherms.

In 2019, Dominion will continue to offer the same EE programs and initiatives offered in its 2018 EE Plan with minor changes. These programs are: ThermWise® Appliance Rebates, ThermWise® Builder Rebates, ThermWise® Business Rebates (including custom rebates), ThermWise® Weatherization Rebates, ThermWise® Home Energy Plan, Low Income Efficiency, ThermWise® Energy Comparison Report, and a comprehensive Market Transformation initiative. These programs offer rebates, fund training and grants, and provide information to Dominion customers, with the goal of decreasing energy consumption.

Proposed Liquefied Natural Gas Facility

In April 2018, pursuant to Utah Code Ann. § 54-17-401, Dominion filed in Docket No. 18-057-03 a voluntary request for PSC approval of its decision to construct a liquefied natural gas (LNG) facility in Salt Lake County. In October 2018, the PSC issued an order declining to approve Dominion's application on the basis that the record was insufficient to determine the proposed facility was in the public interest.

On April 30, 2019, pursuant again to Utah Code Ann. § 54-17-401, Dominion filed in Docket No. 19-057-13 a voluntary request for PSC approval of its decision to construct an LNG facility in Salt Lake County. PSC consideration of Dominion's LNG application will continue in FY 2020.

Renewable Natural Gas Related Issues

In December 2018, the PSC approved proposed modifications to Dominion's tariff including a new Section 5.07, Renewable Natural Gas (RNG) Transportation Service to Natural Gas Vehicle (NGV) Stations – RNGT, and other related changes.

In April 2019, consistent with tariff Section 5.07, Dominion requested PSC approval of a confidential RNG transportation service agreement between Dominion and Fleet Saver, LLC. Under the agreement, Fleet Saver will capture naturally occurring raw biogas from the Bayview Landfill in Elberta, Utah and process it into pipeline-quality RNG. The RNG will be sold to fleet vehicles via Dominion's network of NGV filling stations. The PSC approved the agreement in June 2019.

In March 2019, Dominion filed a request for approval of a new renewable energy program, known as GreenTherm[®], and a related accounting order. As proposed, this program would provide an opportunity for Dominion customers to voluntarily contribute to a fund that would be used to purchase RNG, to fund projects designed to promote RNG and energy efficiency projects, and to cover GreenTherm[®]'s administrative costs. The PSC's consideration of this program continues into FY 2020.

Gas Utility Customer Relations and Third-Party Solicitation of a Utility Customer

At the end of FY 2018, the PSC commenced an investigation of a controversial Dominion gas-line coverage solicitation letter issued as part of its implementation of its Tariff Section 8.08, Billing for Other Entities. In October 2018, the PSC issued an order suspending Section 8.08 prospectively and directing Dominion to initiate a collaborative process to develop a clarification letter to be sent to customers currently receiving third-party billing under Section 8.08. In this order, the PSC determined the public interest would be served by rulemaking to address proper use of utility customer lists, appropriate utility-related solicitation communications, use of monopoly utility branding, and other issues that may arise.

The PSC subsequently initiated Docket No. 18-R460-01, Proposed Rulemaking Concerning Utility/Customer Relations regarding Third-Party Solicitations. In May 2019, parties filed a

consensus rule addressing the PSC-identified issues and in June 2019, the PSC filed a proposed new rule with the Division of Administrative Rules. The earliest possible effective date for the new rule is August 7, 2019.

2019 Utah General Session - Utah House Bill 107: Sustainable Transportation and Energy Plan Act Amendments

During the 2019 General Session, the Utah State Legislature passed House Bill 107 – Sustainable Transportation and Energy Plan (STEP) Act Amendments (HB 107). HB 107 expands provisions under the STEP Act to allow participation by a large-scale natural gas utility. The STEP pilot program period for a large-scale natural gas utility is 5 years, beginning on July 1, 2019. Among other things, HB 107 allows the PSC to authorize a large-scale natural gas utility to implement and fund programs the PSC determines are in the public interest of large-scale natural gas utility customers to provide for the investigation, analysis, and implementation of: (i) an economic development incentive rate; (ii) research and development of other efficiency technologies; (iii) an acquisition of nonresidential natural gas infrastructure behind the large-scale natural gas utility's meter; (iv) the development of communities that can reduce greenhouse gases and NOx emissions; (v) a natural gas renewable energy project; (vi) a commercial line extension program; or (vii) any other technology program.

Pipeline Safety

In April 2019, the PSC issued a Hazardous Facility Order directing Pacific Energy & Mining Company (PEMC) to cease operation of its pipeline and pay a civil penalty of \$100,000.



NATURAL GAS TECHNICAL CONFERENCES

The PSC sponsored the following technical conferences during fiscal year 2019:

Docket Nos. 18-057-13: *Application of Dominion Energy Utah for an Adjustment to the Daily Transportation Imbalance Charge*; 18-057-14: *Pass-Through Application of Dominion Energy Utah for an Adjustment in Rates and Charges for Natural Gas Service in Utah*; 18-057-15: *Application of Dominion Energy Utah to Amortize the Conservation Enabling Tariff Balancing Account*; 18-057-16: *Application of Dominion Energy Utah to Amortize the Energy Efficiency Deferred Account Balance*; and 18-057-17: *Application of Dominion Energy Utah for an Adjustment to the Low Income Assistance/Energy Assistance Rate*

- October 25, 2018: The purpose of the technical conference was for Dominion to address the questions submitted by the parties and to discuss changes to the format of pass-through applications filed with the PSC.

Docket Nos. 18-057-19 and 18-R460-01: *Proposed Rulemaking Concerning Utility/Customer Relations regarding Third Party Solicitations*

- January 17, 2019: The purpose of the technical conference was to allow parties to collaborate to discuss a process regarding the drafting of rules concerning third-party solicitations.

Docket No. 18-057-T04: *Application of Dominion Energy Utah to Make Tariff Modifications Relating to Transportation Service*

- August 29, 2018: Dominion presented information and answered questions on its proposed tariff modifications.

Docket No. 18-057-T05: *Application of Dominion Energy Utah for Approval of Modifications to Tariff Section 7.07*

- November 19, 2018: Dominion presented information explaining its proposed tariff modification relating to contracting with renewable natural gas suppliers to supply this gas to their customers using Dominion's NGV fueling stations.

Docket No. 19-057-01: *Dominion Energy Utah's Integrated Resource Plan (IRP) for Plan Year: June 1, 2019 to May 31, 2020*

- February 20, 2019: Dominion presented information and answered questions pertaining to: the IRP Standards and Guidelines, the PSC's 2018 IRP order, a proposed 2019 IRP outline, RNG, and Wexpro well freeze-offs.
- March 20, 2019: Dominion presented information and answered questions pertaining to: 2018/2019 heating season review, long-term planning, normal heating degree days, rural expansion, and the upcoming general rate case.
- April 25, 2019: Dominion presented information and answered questions pertaining to: RFP recommendations (confidential) and supply reliability results.

- May 29, 2019: Dominion and Wexpro presented information and answered questions pertaining to: Wexpro matters (confidential) and integrity management.
- June 20, 2019: Dominion provided a summary of and answered questions pertaining to its 2019 IRP filed in mid-June 2019.

[Docket No. 19-057-03](#): *Application of Dominion Energy Utah for Authority to Change its Depreciation Rates*

- February 20, 2019: Dominion presented information and answered questions pertaining to its proposed changes to depreciation rates.

[Docket No. 19-057-13](#): *Request of Dominion Energy Utah for Approval of a Voluntary Resource Decision to Construct a Liquefied Natural Gas Facility*

- June 19, 2019: Dominion presented information and answered questions concerning its proposal to construct an LNG facility.

[Docket No. 19-057-T01](#): *Application of Dominion Energy Utah for Approval of Modifications to Tariff Section 2.06*

- March 11, 2019: Dominion presented information explaining its proposal to rearrange certain gas commodity and non-gas cost functions as defined under tariff Section 2.06, Gas Balancing Account.

[Docket No. 19-057-T04](#): *Application of Dominion Energy Utah for the Creation of a Voluntary Renewable Natural Gas Program*

- May 1, 2019: During this technical conference, Dominion presented information explaining its proposal to implement a new voluntary GreenTherm[®] program.

NATURAL GAS DOCKETS

[Docket No. 11-057-05](#) – *In the Matter of the Request of the Division of Public Utilities for Enforcement Action under the Natural Gas Pipeline Safety Act Against Questar Gas Company*

[Docket No. 12-057-08](#) – *In the Matter of the Pass-Through Application of Questar Gas Company for an Adjustment in Rates and Charges for Natural Gas Service in Utah*

[Docket No. 13-057-03](#) – *In the Matter of the Pass-Through Application of Questar Gas Company for an Adjustment in Rates and Charges for Natural Gas Service in Utah*

[Docket No. 13-057-07](#) – *In the Matter of the Pass-Through Application of Questar Gas Company for an Adjustment in Rates and Charges for Natural Gas Service in Utah*

[Docket No. 14-057-09](#) – *In the Matter of the Pass-Through Application of Questar Gas Company for Adjustment in Rates and Charges for Natural Gas Service in Utah*

[Docket No. 14-057-22](#) – *In the Matter of the Pass-Through Application of Questar Gas Company for an Adjustment in Rates and Charges for Natural Gas Service in Utah*

[Docket No. 15-057-04](#) – *In the Matter of the Pass-Through Application of Questar Gas Company for an Adjustment in Rates and Charges for Natural Gas Service in Utah*

[Docket No. 15-057-11](#) – *In the Matter of the Pass-Through Application of Questar Gas Company for an Adjustment in Rates and Charges for Natural Gas Service in Utah*

[Docket No. 16-057-01](#) – *In the Matter of the Joint Notice and Application of Questar Gas Company and Dominion Resources, Inc. of Proposed Merger of Questar Corporation and Dominion Resources, Inc.*

[Docket No. 16-057-05](#) – *In the Matter of the Pass-Through Application of Questar Gas Company for an Adjustment in Rates and Charges for Natural Gas Service in Utah*

[Docket No. 17-057-12](#) – *Dominion Energy Utah's Integrated Resource Plan (IRP) for Plan Year: June 1, 2017 to May 31, 2018*

[Docket No. 17-057-13](#) – *Request for Agency Action and Complaint of US Magnesium, LLC against Dominion Energy Utah*

[Docket No. 17-057-15](#) – *Application of Dominion Energy Utah to Amortize the Conservation Enabling Tariff Balancing Account*

[Docket No. 17-057-19](#) – *Formal Complaint of Chek Line, Inc. against Dominion Energy Utah*

[Docket No. 17-057-22](#) – *Dominion Energy Utah's Application for Approval of the 2018 Year Budget for Energy Efficiency Programs and Market Transformation Initiative*

[Docket No. 17-057-25](#) – *Dominion Energy Utah's Replacement Infrastructure 2018 Annual Plan and Budget*

[Docket No. 17-057-26](#) – *Investigation of Revenue Requirement Impacts of the New Federal Tax Legislation Titled: "An act to*

provide for reconciliation pursuant to titles II and V of the concurrent resolution of the budget for fiscal year 2018”

[Docket No. 18-057-01](#) – *Dominion Energy Utah’s Integrated Resource Plan (IRP) for Plan Year: June 1, 2018 to May 31, 2019*

[Docket No. 18-057-02](#) – *Dominion Energy Utah’s Energy Efficiency Reports, 2018*

[Docket No. 18-057-03](#) – *Request of Dominion Energy Utah for Approval of a Voluntary Resource Decision to Construct a Liquefied Natural Gas Facility*

[Docket No. 18-057-06](#) – *Dominion Energy Utah’s Affiliate Transaction Report for the 12 Months Ending December 31, 2017*

[Docket No. 18-057-07](#) – *Dominion Energy’s Gas Line Coverage Letter*

[Docket No. 18-057-08](#) – *Dominion Energy Utah Financial Documents Filed in 2018*

[Docket No. 18-057-09](#) – *Dominion Energy Utah’s Quarterly Integration Progress Reports for 2018*

[Docket No. 18-057-10](#) – *Formal Complaint of Utah State University against Dominion Energy Utah*

[Docket No. 18-057-11](#) – *Application of Dominion Energy Utah to Change the Infrastructure Rate Adjustment*

[Docket No. 18-057-12](#) – *Formal Complaint of Dustin Lance against Dominion Energy Utah*

[Docket No. 18-057-13](#) – *Application of Dominion Energy Utah for an Adjustment to the Daily Transportation Imbalance Charge*

[Docket No. 18-057-14](#) – *Pass-Through Application of Dominion Energy Utah for an Adjustment in Rates and Charges for Natural Gas Service in Utah*

[Docket No. 18-057-15](#) – *Application of Dominion Energy Utah to Amortize the Conservation Enabling Tariff Balancing Account*

[Docket No. 18-057-16](#) – *Application of Dominion Energy Utah to Amortize the Energy Efficiency Deferred Account Balance*

[Docket No. 18-057-17](#) – *Application of Dominion Energy Utah for an Adjustment to the Low Income Assistance/Energy Assistance Rate*

[Docket No. 18-057-18](#) – *Formal Complaint of Brett Robinson and Brad Crookston against Dominion Energy Utah*

[Docket No. 18-057-19](#) – *Dominion Energy Utah – Proposed Rulemaking Concerning Utility/Customer Relations regarding Third-Party Solicitations*

[Docket No. 18-057-20](#) – *Dominion Energy Utah’s Application for Approval of the 2019 Year Budget for Energy Efficiency Programs and Market Transformation Initiative*

[Docket No. 18-057-21](#) – *Application of Dominion Energy Utah to Change the Infrastructure Rate Adjustment*

[Docket No. 18-057-22](#) – *Dominion Energy Utah's Replacement Infrastructure 2019 Annual Plan and Budget*

[Docket No. 18-057-23](#) – *Application of Dominion Energy Utah for Modification of Memorandum Opinion, Findings, and Order Approving Joint Application in Docket No. 16-057-01*

[Docket No. 18-057-24](#) – *Formal Complaint of Scott M. Soulier against Dominion Energy Utah*

[Docket No. 18-057-T04](#) – *Application of Dominion Energy Utah to Make Tariff Modifications Relating to Transportation Service*

[Docket No. 18-057-T05](#) – *Application of Dominion Energy Utah for Approval of Modifications to Tariff Section 7.07*

[Docket No. 18-999-02](#) – *Miscellaneous Correspondence and Reports Regarding Gas Utility Services; 2018*

[Docket No. 18-999-08](#) – *Pipeline and Hazardous Materials Safety Administration (PHMSA) Annual Reports for Calendar Year 2017 of Natural or Other Gas Transmission and Gathering Systems*

[Docket No. 18-999-11](#) – *Pipeline and Hazardous Material Safety Administration (PHMSA) Incident Reports Filed in 2018*

[Docket No. 18-2602-01](#) – *Pacific Energy & Mining Company*

[Docket No. 19-057-01](#) – *Dominion Energy Utah's Integrated Resource Plan (IRP) for Plan Year: June 1, 2019 to May 31, 2020*

[Docket No. 19-057-02](#) – *Application of Dominion Energy Utah to Increase Distribution Rates and Charges and Make Tariff Modifications*

[Docket No. 19-057-03](#) – *Application of Dominion Energy Utah for Authority to Change its Depreciation Rates*

[Docket No. 19-057-04](#) – *Pass-Through Application of Dominion Energy Utah for an Adjustment in Rates and Charges for Natural Gas Service in Utah*

[Docket No. 19-057-05](#) – *Application of Dominion Energy Utah for an Adjustment to the Daily Transportation Imbalance Charge*

[Docket No. 19-057-06](#) – *Application of Dominion Energy Utah to Amortize the Conservation Enabling Tariff Balancing Account*

[Docket No. 19-057-07](#) – *Dominion Energy Utah's Energy Efficiency Reports, 2019*

[Docket No. 19-057-08](#) – *Formal Complaint of Nadra Haffar against Dominion Energy Utah*

[Docket No. 19-057-09](#) – *Formal Complaint of Brett Robinson and Brad Crookston against Dominion Energy Utah*

[Docket No. 19-057-10](#) – *Formal Complaint of Ricky Frank against Dominion Energy Utah*

[Docket No. 19-057-11](#) – *Application of Dominion Energy Utah for Approval of a Special Contract with Fleet Saver, LLC for RNGT Service*

[Docket No. 19-057-12](#) – *Request to Eliminate Dominion Energy Utah’s Requirement to File its Annual Report with the Division of Public Utilities*

[Docket No. 19-057-13](#) – *Request of Dominion Energy Utah for Approval of a Voluntary Resource Decision to Construct a Liquefied Natural Gas (“LNG”) Facility*

[Docket No. 19-057-14](#) – *Dominion Energy Utah Financial Documents Filed in 2019*

[Docket No. 19-057-15](#) – *Formal Complaint of Alan Kruckenberg Construction against Dominion Energy Utah*

[Docket No. 19-057-T01](#) – *Application of Dominion Energy Utah for Approval of Modifications to Tariff Section 2.06*

[Docket No. 19-057-T02](#) – *Review of the Carrying Charges Applied to Various Dominion Energy Utah Account Balances*

[Docket No. 19-057-T03](#) – *Dominion Energy Utah’s Annual Calculation of the Third-Party Billing Rate and Request for Tariff Change*

[Docket No. 19-057-T04](#) – *Application of Dominion Energy Utah for the Creation of a Voluntary Renewable Natural Gas Program*

[Docket No. 19-999-02](#) – *Miscellaneous Correspondence and Reports Regarding Gas Utility Services; 2019*

[Docket No. 19-999-06](#) – *Pipeline and Hazardous Material Safety Administration (PHMSA) Incident Reports and Miscellaneous Notifications Filed in 2019*

[Docket No. 19-999-07](#) – *Pipeline and Hazardous Materials Safety Administration (PHMSA) Annual Reports for Calendar Year 2018 of Natural or Other Gas Transmission and Gathering Systems*

Natural Gas Companies

Dominion Energy Utah

333 South State Street
PO Box 45360
Salt Lake City, UT 84145-0360
Tel: (801) 324-5555
Emergency: (800) 767-1689
Fax: (801) 324-5935
Web: www.dominionenergy.com

Wendover Gas Company

285 S. 1st St.
PO Box 274
Wendover, UT 84083
Tel: (775) 664-2291
(775) 664-3081
Fax: (775) 664-4422
Web: wendovergas.com

Telecommunications Utilities Overview

In fiscal year 2019, Utah's ILECs served approximately 275,000 traditional landline telephones, while CLECs served approximately 398,000. Wireless carriers served just over 2.5 million customers/accounts. In addition, an unknown, but likely increasing, number of customers are choosing to use voice over internet protocol (VoIP) for voice service. Overall, local exchange and voice service in Utah is characterized by intra-industry competition among local exchange companies, wireless telecommunications providers, and VoIP companies. As a result of consumers having these options, the total number of traditional landline accounts in Utah has declined from a peak of 1.2 million in 2001, to 0.608 million even as the state has seen increases in population, households, and businesses.

The regulation of telecommunications companies in Utah has changed significantly over the past twenty-five years. These changes are due to alterations in the number and type of providers in the industry (see box at right), the types of technologies used, consumer preferences, and the legal landscape.

CenturyLink QC ("CenturyLink") is the largest certificated telecommunications provider in Utah, and is the largest ILEC in the state serving most urban and suburban areas. It operates under state pricing flexibility rules and faces both intra- and inter-industry competition. CenturyLink operates under the same service quality regulations that all rate-of-return regulated local exchange companies and non-regulated competitive companies are subject to. CenturyLink offers service to residential and business customers located primarily along the Wasatch Front and within most of the major population centers from Logan to St. George. CenturyLink's service area includes about ninety percent of the state's population.

ILEC - Incumbent local exchange carrier. These are the legacy phone companies which have an obligation to serve. This category includes CenturyLink and the Rural Incumbents.

Rural Incumbent - A legacy ILEC with an obligation to serve within its defined service territory. These carriers serve populated areas of the state not served by CenturyLink.

CLEC - Competitive Local Exchange Company. These carriers compete directly with CenturyLink.

UUSF - Utah's Universal Public Telecommunications Service Support Fund.

Lifeline - A low income assistance program where qualifying recipients receive either a discount off of their monthly bill or, in the case of some wireless providers, a complete basic service.

Currently, the PSC sets UUSF distributions through regulation using a statutory framework for the seventeen Rural Incumbents. These Rural Incumbents generally do not face competition from

CLECs but, like CenturyLink, they compete with both wireless and VoIP providers. Many of these companies are part of larger corporate entities that also compete in the wireless, internet, video, and VoIP markets. The PSC does not regulate wireless providers, toll resellers, video providers, internet service providers, or VoIP companies.

The other major providers of telephone service are the CLECs. Since 1995, the PSC has received 334 applications from CLECs for Certificates of Public Convenience and Necessity (CPCN), and has granted 259 (some of which have been canceled or withdrawn). In fiscal year 2019, there were 160 currently certificated CLECs. Of these, 49 made ongoing payments into the UUSF, which historically has served two purposes: (1) to defray the capital investment costs and the ongoing operating costs of Rural Incumbents so as to allow the providers a reasonable profit while also guaranteeing reasonable rates for rural customers; and (2) to provide a Lifeline program under which low-income households receive a monthly subsidy to offset the cost of telecommunications services.

Most of Utah's active CLECs provide service exclusively to business customers. Most CLECs use at least some network elements of CenturyLink's public telephone network. One exception is Comcast, which offers VoIP to both residences and businesses over its own cable network that interconnects directly with CenturyLink's public telephone network.

Significant Developments

The PSC's 2016, 2017, and 2018 annual reports discussed ongoing efforts by the Federal Communications Commission (FCC) to support the build-out of broadband facilities in un-served or under-served areas of the country. During the 2017 General Legislative Session, the Utah Legislature passed Senate Bill 130, Universal Service Fund Amendments, which adopted the same objective by permitting reimbursements from the UUSF for reasonable costs that (a) are incurred by a Rural Incumbent provider in deploying a broadband fiber-to-the-home network; and (b) cannot reasonably be recovered through rates. Utah's Rural Incumbents had begun upgrading their networks prior to the Legislature's expansion of the UUSF, and the PSC had approved use of the UUSF to offset a portion of those costs. However, the new legislation allows Rural Incumbents to claim UUSF support in new ways.

In addition, Senate Bill 130 expanded the UUSF in the following ways:

1. It approved wireless providers to apply for Lifeline support.
2. It required the PSC to identify purposes for which CenturyLink may receive ongoing UUSF support.
3. It required the PSC to identify circumstances under which some providers might receive a one-time distribution from the UUSF.

During FY 2018, the PSC initiated a proceeding (Docket No. 17-R008-01) to repeal Utah Administrative Code R746-360, R746-341, and R746-343 and to replace them with R746-8, Utah Universal Public Telecommunications Service Support Fund UUSF. The purpose of the new rule was to establish provisions for the administration of the UUSF. R746-8 was made effective on February 21, 2018 and shortly thereafter was amended, effective June 21, 2018,

to clarify that landline carriers would be eligible to receive Lifeline subsidies under the UUSF.

FY19 LIFELINE PAYMENTS (July 1, 2018 - June 30, 2019)		
		AMOUNT
	ALL WEST COMMUNICATIONS, INC.	\$546.00
	BEAR LAKE COMMUNICATIONS, INC.	\$59.50
	BEEHIVE TELEPHONE COMPANY, INC.	\$336.00
	CARBON/EMERY TELCOM, INC.	\$6,254.50
	CENTRAL UTAH TELEPHONE, INC.	\$2,058.00
	CITIZENS TELECOMMUNICATIONS COMPANY OF UTAH D/B/A FRONTIER COMMUNICATIONS OF UTAH	\$4,560.50
	DIRECT COMMUNICATIONS CEDAR VALLEY, LLC	\$476.00
	I-WIRELESS, LLC	\$2,460.50
	EMERY TELEPHONE	\$2,061.50
	GUNNISON TELEPHONE COMPANY	\$980.00
	HANKSVILLE TELCOM, INC.	\$63.00
	MANTI TELEPHONE COMPANY	\$3,444.00
	NAVAJO COMMUNICATIONS COMPANY, INC. D/B/A FRONTIER NAVAJO COMMUNICATIONS COMPANY	\$304.50
	QWEST CORPORATION D/B/A CENTURYLINK QC	\$81,126.50
	SKYLINE TELECOM	\$1,008.00
	SOUTH CENTRAL UTAH TELEPHONE ASSOCIATION, INC.	\$3,766.00
	STRATA NETWORKS (UBTA-UBET COMMUNICATIONS, INC.)	\$6,044.50
	Q LINK WIRELESS, LLC	\$375,046.00
	VIRGIN MOBILE USA, L.P./ASSURANCE WIRELESS	\$49,931.00
	TOTAL	\$540,526.00

In FY 2019, the PSC has been administering the UUSF according to R746-8 which defines the UUSF funding mechanism and allowable uses in accordance with Senate Bill 130's directives. In the new rule the PSC initially implemented a surcharge of \$0.36 per access line per month to fund the UUSF. As the result of a PSC-initiated investigation, R746-8 was amended to raise the surcharge to \$0.60 (effective May 1, 2019) to cover the increased UUSF disbursements.

FY19 UUSF PAYMENTS (July 1, 2018 - June 30, 2019)		
		AMOUNT
	All West Communications, Inc.	\$1,830,387.96
	Bear Lake Communications, Inc.	\$131,391.48
	Beehive Telephone Company, Inc.	\$918,331.50
	Carbon/Emery Telcom, Inc.	\$1,434,562.62
	Central Utah Telephone, Inc.	\$465,639.96
	Direct Communications Cedar Valley, LLC	\$1,220,955.48
	Emery Telephone	1,038,663.48
	Gunnison Telephone Company	\$271,017.00
	Hanksville Telcom, Inc.	\$68,261.04
	Manti Telephone Company	\$1,040,435.52
	Skyline Telecom	\$23,154.00
	South Central Utah Telephone Association, Inc.	\$3,740,930.52
	STRATA Networks (UBTA-UBET Communications, Inc.)	\$2,645,643.00
	Union Telephone Company	\$37,930.50
	Total	\$14,867,304.06

Certificates of Public Convenience and Necessity and Interconnection Agreements

During FY 2019, Utah continued to see only limited interest from potential entrants into the telecommunications sector. The PSC approved three CPCN applications, canceled two existing CPCNs, approved 15 reorganization petitions, and acknowledged eight interconnection agreements (new and amendments) between CLECs and ILECs.

Eligible Telecommunications Carriers

During FY 2018, the PSC received three requests from wireless carriers to be designated as eligible telecommunications carriers (“ETC”) to allow participation in the federal and state Lifeline programs and two requests to add participation in the state Lifeline program to carriers’ existing ETC designations. All five requests were approved in FY 2019. Additionally, seven requests either to be designated as an ETC, or to amend an existing designation, in order to participate in various federal or state universal service or lifeline programs were received and granted in FY 2019.

Telecommunications Dockets Summary

The PSC addressed approximately 164 telecommunications dockets in FY 2019. Most involved setting UUSF support levels; tariffs; price lists; complaints; and the entry, exit, or reorganization of CLECs. Of the remainder, 8 dealt with the interconnection between carriers, and 12 dealt with requests from carriers to participate in either the federal or state Lifeline programs. The PSC did not receive any requests from Rural Incumbents for rate changes, but did address changes to UUSF disbursements for all rural carriers.

TECHNICAL CONFERENCE

The PSC sponsored one technical conference during FY 2019 regarding a complaint:

[Docket No. 19-041-01](#): *Formal Complaint of SRR Partners, LLC d/b/a Sorrel River Ranch Resort & Spa against Frontier Communications*

- April 30, 2019: Parties provided information relating to the complaint.



TELECOMMUNICATIONS DOCKETS

CPCN Dockets

[Docket No. 18-2607-01](#) – *Application of Vesta Solutions, Inc. for Certificate of Public Convenience and Necessity to Provide Telecommunications Services in the State of Utah*

[Docket No. 19-2611-01](#) – *Application of Teliix, Inc. For a Certificate of Public Convenience and Necessity to Provide Resold and Facilities-Based Local Exchange Services within the State of Utah*

[Docket No. 19-2612-01](#) – *Application of NGA 911, LLC for a Certificate of Public Convenience and Necessity to Provide Telecommunications Services in the State of Utah*

[Docket No. 19-2613-01](#) – *Application of Commnet Rural America, LLC for a Certificate of Public Convenience and Necessity to Provide Resold and Facilities-Based Telecommunications Services within the State of Utah*

ETC Dockets

[Docket No. 09-2511-01](#) – *In the Matter of the Petition of TracFone Wireless, Inc. for Designation as an Eligible Telecommunications Carrier in the State of Utah for the Limited Purpose of Offering Lifeline Service to Qualified Households*

[Docket No. 12-2553-01](#) – *In the Matter of the Petition of Telrite Corporation d/b/a Life Wireless for Limited Designation as an Eligible Telecommunications Carrier*

[Docket No. 17-2511-01](#) – *Request of TracFone Wireless, Inc. to Amend its Designation as an Eligible Telecommunications Carrier to Receive Utah Universal Service Fund Support for Lifeline Service*

[Docket No. 18-2521-02](#) – *Virgin Mobile USA, L.P. Petition for Limited Designation as an Eligible Telecommunications Carrier*

[Docket No. 18-2526-01](#) – *Petition of i-wireless, LLC to Amend its Designation as an Eligible Telecommunications Carrier in*

the State of Utah to Participate in the Utah Universal Service Fund

[Docket No. 18-2549-02](#) – *Petition to Amend Q Link Wireless LLC's Designation as an Eligible Telecommunications Carrier to Participate in the Utah Universal Service Fund*

[Docket No. 18-2553-01](#) – *Telrite Corporation dba Life Wireless's Petition to Amend Designation as an Eligible Telecommunications Carrier to Participate in the Utah Universal Service Fund*

[Docket No. 18-2597-01](#) – *Petition of Assist Wireless, LLC to Amend its Designation as an Eligible Telecommunications Carrier to Receive Utah Universal Service Fund Support for Lifeline Service*

[Docket No. 18-2601-01](#) – *Petition of Sage Telecom Communications, LLC d/b/a TruConnect for Designation as an Eligible Telecommunications Carrier in the State of Utah*

[Docket No. 18-2609-01](#) – *Petition of Commnet Four Corners, LLC for Designation as an Eligible Telecommunications Carrier for Purposes of Receiving CAF Phase II Support*

[Docket No. 18-2610-01](#) – *Petition of Viasat Carrier Services, Inc. for Designation as an Eligible Telecommunications Carrier to Receive Connect America Fund Phase II*

Auction (Auction 903) Support for Voice and Broadband Services

[Docket No. 19-2432-01](#) – *Petition of Global Connection Inc. of America d/b/a Stand up Wireless to Amend its Designation as an Eligible Telecommunications Carrier in the State of Utah to Participate in the Utah Universal Service Fund*

UUSF Dockets

[Docket No. 18-040-01](#) – *2019 Utah Universal Service Fund Preliminary Recommendation for Central Utah Telephone, Inc.*

[Docket No. 18-041-02](#) – *2019 Utah Universal Service Fund Recommendation for Citizens Telecommunications Company of Utah dba Frontier Communications of Utah*

[Docket No. 18-042-01](#) – *2019 Utah Universal Service Fund Recommendation for Emery Telephone*

[Docket No. 18-043-01](#) – *2019 Utah Universal Service Fund Preliminary Recommendation for Gunnison Telephone Company*

[Docket No. 18-046-01](#) – *2019 Utah Universal Service Fund Recommendation for Manti Telephone Company*

[Docket No. 18-050-02](#) – *2019 Utah Universal Service Fund Recommendation for Navajo Communications Company, Inc. dba Frontier Navajo Communications Company*

[Docket No. 18-051-01](#) – *2019 Utah Universal Service Fund Preliminary*

Recommendation for Beehive Telephone Company, Inc.

[Docket No. 18-052-01](#) – *2019 Utah Universal Service Fund Recommendation for South Central Utah Telephone Association*

[Docket No. 18-053-02](#) – *2019 Utah Universal Service Fund Recommendation for UBTA-UBET Communications, Inc. dba Strata Networks*

[Docket No. 18-054-01](#) – *2019 Utah Universal Service Fund Recommendation for Union Telephone Company, Inc.*

[Docket No. 18-576-01](#) – *2019 Utah Universal Service Fund Preliminary Recommendation for Skyline Telecom*

[Docket No. 18-2180-01](#) – *2019 Utah Universal Service Fund Recommendation for All West Communications, Inc.*

[Docket No. 18-2201-01](#) – *2019 Utah Universal Service Fund Preliminary Recommendation for Bear Lake Communications, Inc.*

[Docket No. 18-2302-02](#) – 2019 Utah
*Universal Service Fund Recommendation
for Carbon/Emery Telcom, Inc.*

[Docket No. 18-2303-01](#) – 2019 Utah
*Universal Service Fund Recommendation
for Hanksville Telcom, Inc.*

[Docket No. 18-2419-01](#) – 2019 Utah
*Universal Service Fund Preliminary
Recommendation for Direct
Communications Cedar Valley*

Lifeline Dockets

[Docket No. 17-2590-01](#) – Notice by
*Boomerang Wireless, LLC d/b/a enTouch
Wireless Re: Updated Lifeline Plan
Description*

[Docket No. 18-2549-01](#) – Notice by Q Link
*Wireless LLC Re: Changes to its Wireless
Lifeline Plan*

CLEC Reorganization Dockets

[Docket No. 17-2468-01](#) – Notice of Transfer
*of Indirect Control of YMax
Communications Corp.*

*Indirect Control of Matrix Telecom, LLC to
Lingo Communications, LLC*

[Docket No. 18-094-02](#) – Application of
*Sprint Communications Company L.P. for
Informal Adjudication of Indirect Transfer
of Control*

[Docket No. 18-2480-02](#) – Joint Application
*of MLN TopCo Ltd., Mitel Networks
Corporation, and Mitel Cloud Services, Inc.
f/k/a Mitel NetSolutions, Inc. for Approval to
Transfer Indirect Control of Mitel Cloud
Services, Inc. to MLN TopCo Ltd.*

[Docket No. 18-2445-01](#) – Joint Application
*of Crown Castle Fiber LLC, Crown Castle
NG West LLC, and NewPath Networks, LLC
for (1) Approval of a Pro Forma
Consolidation, (2) Approval for the Crown
Castle NG West LLC Certificate to be
Transferred to Crown Castle Fiber LLC or,
in the Alternative, Issuance of a New
Certificate, and (3) Exemption from Utah
Code Ann. § 54-8b-18 and Commission Rule
R746-349-5*

[Docket No. 18-2512-01](#) – Joint Application
*of Crown Castle Fiber LLC, Crown Castle
NG West LLC, and NewPath Networks, LLC
for (1) Approval of a Pro Forma
Consolidation, (2) Approval for the Crown
Castle NG West LLC Certificate to be
Transferred to Crown Castle Fiber LLC or,
in the Alternative, Issuance of a New
Certificate, and (3) Exemption from Utah
Code Ann. § 54-8b-18 and Commission Rule
R746-349-5*

[Docket No. 18-2452-01](#) – Joint Application
*of Lingo Communications, LLC, Ionex
Communications North, LLC, TNCI Impact
LLC, and Matrix Telecom, LLC for
Approval of the Proposed Transfer of*

[Docket No. 18-2524-01](#) – Notification of
Transfer of Control of BCM One, Inc.

[Docket No. 18-2563-01](#) – Birch
Communications, LLC, Ionex

Communications North, LLC, and Tempo Telecom, LLC's Joint Notice of Pro Forma Change to Their Ownership

[Docket No. 18-2563-02](#) – *Joint Application of Lingo Communications, LLC, Ionex Communications North, LLC, TNCI Impact LLC, and Matrix Telecom, LLC for Approval of the Proposed Transfer of Indirect Control of Matrix Telecom, LLC to Lingo Communications, LLC*

[Docket No. 18-2569-02](#) – *Birch Communications, LLC, Ionex Communications North, LLC, and Tempo Telecom, LLC's Joint Notice of Pro Forma Change to Their Ownership*

[Docket No. 18-2600-01](#) – *Birch Communications, LLC, Ionex Communications North, LLC, and Tempo Telecom, LLC's Joint Notice of Pro Forma Change to Their Ownership*

Interconnection Dockets

[Docket No. 18-041-01](#) – *Agreement for Local Interconnection between Citizens Telecommunications Company of Utah d/b/a Frontier Communications of Utah and Onvoy, LLC*

[Docket No. 18-050-01](#) – *Agreement for Local Interconnection between Navajo Communications Company, Inc. d/b/a Frontier Navajo Communications Company and Onvoy, LLC*

[Docket No. 19-049-01](#) – *Amendment to the Interconnection Agreement between Qwest Corporation d/b/a CenturyLink QC and Level 3 Communications, LLC*

[Docket No. 19-049-02](#) – *Amendment to the Interconnection Agreement between Qwest*

[Docket No. 18-2608-01](#) – *Joint Application of Crown Castle Fiber LLC, Crown Castle NG West LLC, and NewPath Networks, LLC for (1) Approval of a Pro Forma Consolidation, (2) Approval for the Crown Castle NG West LLC Certificate to be Transferred to Crown Castle Fiber LLC or, in the Alternative, Issuance of a New Certificate, and (3) Exemption from Utah Code Ann. § 54-8b-18 and Commission Rule R746-349-5*

[Docket No. 19-2366-01](#) – *Notice of Indirect Transfer of Control of West Safety Communications Inc.*

[Docket No. 19-2591-01](#) – *Notice of Transfer of Indirect Control of SummitIG Utah, LLC*

[Docket No. 19-2600-01](#) – *Birch Communications, LLC's Request for Approval to Change the Company Name to Fusion Cloud Services, LLC*

Corporation d/b/a CenturyLink QC and Level 3 Telecom of Utah, LLC

[Docket No. 19-049-05](#) – *Amendment to the Interconnection Agreement between Qwest Corporation d/b/a CenturyLink QC and Level 3 Communications, LLC*

[Docket No. 19-049-06](#) – *Amendment to the Interconnection Agreement between Qwest Corporation d/b/a CenturyLink QC and Teleport Communications America, LLC*

[Docket No. 19-049-07](#) – *Interconnection Agreement between Qwest Corporation dba CenturyLink QC and Teliix, Inc.*

[Docket No. 19-049-08](#) – *Amendment to the Interconnection Agreement between Qwest*

*Corporation d/b/a CenturyLink QC and XO
Communications Services, LLC*

Complaint Dockets

[Docket No. 18-049-11](#) – *Formal Complaint of Alan Kruckenberg Construction, Inc. against CenturyLink*

[Docket No. 18-049-12](#) – *Formal Complaint of Arroyo de Plata, LLC dba Domino's Pizza against CenturyLink*

[Docket No. 18-053-01](#) – *Formal Complaint of Clifford Murray against Strata Networks*

[Docket No. 19-041-01](#) – *Formal Complaint of SRR Partners, LLC d/b/a Sorrel River*

Ranch Resort & Spa against Frontier Communications

[Docket No. 19-041-02](#) – *Formal Complaint of Jayne Dillon May against Frontier Communications of Utah*

[Docket No. 19-041-04](#) – *Investigation of Citizens Telecommunications Company of Utah dba Frontier Communications of Utah*

[Docket No. 19-049-03](#) – *Formal Complaint of Harry L. Lucas against CenturyLink*

Other Miscellaneous Dockets

[Docket No. 18-049-09](#) – *2018 CenturyLink QC Monthly Performance Assurance Plan PID-PAP Reports*

[Docket No. 18-049-13](#) – *Qwest Corporation dba CenturyLink QC's Request for Numbering Waiver – Lehi Rate Center*

[Docket No. 18-999-03](#) – *Miscellaneous Correspondence and Reports Regarding Telecommunications Utility Services; 2018*

[Docket No. 18-999-05](#) – *Eligible Telecommunications Carriers' Annual Lifeline Recertification Filings*

[Docket No. 18-999-09](#) – *Universal Service and Speech/Hearing Impaired Funds Status Reports*

[Docket No. 18-999-12](#) – *2018 Universal Service Fund CAF ICC Review*

[Docket No. 18-999-15](#) – *Investigation into Management of the Utah Universal Service Fund Contribution Method*

[Docket No. 18-2249-01](#) – *Public Service Commission's Inquiry Concerning the Cancellation of McLeodUSA Telecommunications Services, Inc.'s Bond*

[Docket No. 19-040-01](#) – *2018 Annual Report of Central Utah Telephone, Inc. d/b/a CentraCom*

[Docket No. 19-041-03](#) – *2018 Annual Report of Citizens Telecommunications Company of Utah d/b/a Frontier Communications of Utah*

[Docket No. 19-042-01](#) – *2018 Annual Report of Emery Telephone d/b/a Emery Telcom*

[Docket No. 19-043-01](#) – 2018 Annual Report of Gunnison Telephone Company

[Docket No. 19-046-01](#) – 2018 Annual Report of Manti Telephone Company

[Docket No. 19-049-04](#) – 2019 CenturyLink QC Monthly Performance Assurance Plan PID-PAP Reports

[Docket No. 19-050-01](#) – 2018 Annual Report of Navajo Communications Company, Inc. dba Frontier Navajo Communications Company

[Docket No. 19-051-01](#) – 2018 Annual Report of Beehive Telephone Company, Inc.

[Docket No. 19-052-01](#) – 2018 Annual Report of South Central Utah Telephone Association, Inc.

[Docket No. 19-053-01](#) – 2018 Annual Report of UBTA-UBET Communications, Inc. d/b/a STRATA Networks

[Docket No. 19-576-01](#) – 2018 Annual Report of Skyline Telecom d/b/a CentraCom

[Docket No. 19-999-03](#) – Miscellaneous Correspondence and Reports Regarding Telecommunications Utility Services; 2019

[Docket No. 19-999-05](#) – Eligible Telecommunications Carriers' Annual Lifeline Recertification Filings

[Docket No. 19-999-10](#) – Competitive Local Exchange Carrier ("CLEC") Annual Reports for Calendar Year 2018

[Docket No. 19-999-13](#) – 2019 Universal Service Fund (USF) CAF ICC Review

[Docket No. 19-2180-01](#) – 2018 Annual Report of All West Communications, Inc.

[Docket No. 19-2201-01](#) – 2018 Annual Report of Bear Lake Communications, Inc.

[Docket No. 19-2302-01](#) – 2018 Annual Report of Carbon/Emery Telcom, Inc.

[Docket No. 19-2303-01](#) – 2018 Annual Report of Hanksville Telcom, Inc.

[Docket No. 19-2419-01](#) – 2018 Annual Report of Direct Communications Cedar Valley, LLC

[Docket No. 19-2558-01](#) – Teleport Communications America, LLC's Request for Waiver – Bountiful, UT Rate Center

Price List Dockets

[Docket No. 18-049-P10](#) – Qwest Corporation d/b/a CenturyLink QC – Exchange and Network Services Price List – This filing deletes Call Event and Management Signaling Service effective September 29, 2018.

[Docket No. 18-049-P11](#) – Qwest Corporation d/b/a CenturyLink QC – Exchange and Network Services Price List –

This filing adjusts the Lifeline state credit and Tribal Lifeline credit to account for the increase in the Interstate Subscriber Line Charge that is effective October 1, 2018.

[Docket No. 18-087-P06](#) – AT&T Corp. – Custom Network Services Price List – The purpose of this filing is to change the rates for AT&T Business Network Service in Rate Schedules 1 and 2.

[Docket No. 18-087-P07](#) – AT&T Corp. – *Local Exchange Services Price List – The purpose of this filing is to change the rates for AT&T All In One Local Service plans.*

[Docket No. 18-087-P08](#) – AT&T Corp. – *Custom Network Services Price List – The purpose of this filing is to change the rates for AT&T All In One Intrastate Long Distance Service plans.*

[Docket No. 18-087-P09](#) – AT&T Corp. – *Custom Network Services Price List – The purpose of this filing is to remove references to Distributed Network Service which were inadvertently overlooked when the service was withdrawn.*

[Docket No. 18-2204-P06](#) – CenturyLink Communications, LLC – *This filing increases the monthly rate by \$2.00 for the CenturyLink Choice Unlimited Plan for business customers.*

[Docket No. 18-2461-P01](#) – Veracity Networks, LLC – *This Price List revises Page No. 46.*

[Docket No. 18-2301-P06](#) – SBC Long Distance, LLC – *The purpose of this filing is to change rates for Business Default Plan for Hierarchical Billing – Switched.*

[Docket No. 18-2457-P02](#) – Metropolitan Telecommunications of Utah, Inc. d/b/a MetTel – *The purpose of this filing is to increase rates for Business Message Rate Service, Directory Listings, and to eliminate discounts for Centrex Service.*

[Docket No. 18-2558-P01](#) – Teleport Communications America, LLC – *Local Exchange Services Price List – The purpose of this filing is to remove a reference to Business Local Service which was*

inadvertently overlooked when the service was previously withdrawn.

[Docket No. 18-2414-P02](#) – Granite Telecommunications, LLC – *With this submission, Granite Telecommunications, LLC amends several service rates and introduces new services, in conjunction with like amendments adopted by the Company's underlying incumbent local exchange carriers.*

[Docket No. 18-2204-P07](#) – CenturyLink Communications, LLC – *This filing changes the name of the long distance residential plans: 5 Cent Plan, 10¢ Domestic Plan for International, 5 Cent Saver Plan, 7 Cent Preferred Plan, 7 Cent Anywhere Plan and 10 Cent Single Rate Plan to CenturyLink Freedom, and Home Phone Plus 5 Cents LD to Home Phone II Per Minute. These plans will no longer be available to new customers. In addition, 15 Cent Single Rate Plan will change to the Easy Talk II Plan.*

[Docket No. 18-087-P10](#) – AT&T Corp. – *Message Telecommunications Services Price List – This filing withdraws several Consumer Calling Card and Long Distance plans with no subscribers and changes plan names and consolidates plans.*

[Docket No. 18-049-P13](#) – Qwest Corporation dba CenturyLink QC – *Private Line Transport Services Price List – This filing removes references to Asynchronous Transfer Mode service and LAN Switching Service.*

[Docket No. 18-049-P12](#) – Qwest Corporation dba CenturyLink QC – *Advanced Communications Service Price List – This filing discontinues CenturyLink QC's Frame Relay and Asynchronous Transfer Mode service as well as removes references to Lan Switching Service which*

was discontinued in 2008 and no longer has any customers.

[Docket No. 18-2208-P01](#) – XO

Communications Services, LLC – This filing increases monthly recurring charges for Basic Business Lines, Centrex, ISDN-PRI, DID Numbers, Directory Listings, Private Switch/Automatic Switched Digital T1 Service, Remote Call Forwarding, Toll Free, and XO Long Distance Business Plans.

[Docket No. 18-2450-P03](#) – Preferred Long Distance, Inc. dba Telpex Communications dba Telpex Price List – With this submission Telpex increases the local line recurring charge, rates for certain custom calling features and directory listing services reflecting underlying carrier rate increases.

[Docket No. 18-087-P11](#) – AT&T Corp. – Residential Local Exchange Services Price List – This filing grandfathers the Call Plan Unlimited Plus plan for Consumer.

[Docket No. 18-049-P14](#) – Qwest Corporation dba CenturyLink QC – Advanced Communications Services Price List – In this filing, CenturyLink QC is seeking to discontinue its Ethernet with Extended Transport application under Metro Optical Ethernet.

[Docket No. 18-2607-P01](#) – Vesta Solutions, Inc. – Original Price List No. 1

[Docket No. 18-2558-P02](#) – Teleport Communications America, LLC – Local Exchange Services Price List – The purpose of this filing is to extend the discontinuance date for PrimeNBX and PrimePath NBX Services.

[Docket No. 18-087-P12](#) – AT&T Corp. – Residential Local Exchange Services Price

List – This filing increases the rates for selected Consumer calling plans.

[Docket No. 19-2204-P03](#) – CenturyLink Communications, LLC – This filing modifies the CenturyLink business bundle unlimited plan to be available to customers who purchase the new local service package, CenturyLink Business Bundle Preferred.

[Docket No. 19-2301-P04](#) – SBC Long Distance, LLC, dba SBC Long Distance, dba AT&T Long Distance – The purpose of this filing is to increase the Business MTC Minimum Usage Charge (MUC).

[Docket No. 19-2301-P05](#) – SBC Long Distance, LLC, dba SBC Long Distance, dba AT&T Long Distance – The purpose of this filing is to introduce 300, 750, 1500 and 3000 Block of Time II 1-Year term agreement plans, remove the autorenewal provision from Block of Time II 1-Year Term Agreements and grandfather the 250, 700, 1200 and 2500 Block of Time II Plan.

[Docket No. 19-049-P06](#) – Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This filing increases the Facility Relocation Cost Recovery Fee.

[Docket No. 19-049-P05](#) – Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This filing increases monthly rates for business and residence flat rated and measured access lines, custom calling services and multiple packaged services.

[Docket No. 19-2600-P01](#) – Birch Communications, LLC (Pending Name Change to Fusion Cloud Services, LLC, Docket No. 19-2600-01) Price List – The purpose of this filing is to replace in their entirety Birch Communications, LLC's Utah

tariff Nos. 1 and 2 currently on file with the Public Service Commission with the local and interexchange (Utah Price List No. 3) and access services (Utah Price List No. 4).

[Docket No. 19-049-P04](#) – Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This filing increases monthly rates for business and residence flat rated and measured access lines, custom calling services and multiple packaged services.

[Docket No. 19-2204-P01](#) – CenturyLink Communications, LLC – This filing makes the following changes to its residential long distance calling plans; increases the per minute rate by \$0.03 for the residential calling plans Easy Talk, Easy Talk 50, and the Easy Talk II Plan, in addition to the grandfathered residential long distance calling plans CenturyLink Freedom, Membership Calling Plan, 300 Minute Plan, Managed Long Distance, and Home Phone II Per Minute.

[Docket No. 19-049-P01](#) – Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This filing increases the late payment charge applicable when payment is not received by the billing date on the customer's next bill and increases the per-call charge for directory assistance.

[Docket No. 19-087-P02](#) – AT&T Corp. – Custom Network Services Price List – This filing increases the rates for selected AT&T Business Network Services Schedules 1 and 2.

[Docket No. 19-087-P01](#) – AT&T Corp. – Local Exchange Services Price List – This filing increases the rates for selected All In One Local calling plans.

[Docket No. 19-2457-P01](#) – Metropolitan Telecommunications of Utah, Inc. d/b/a MetTel – The purpose of this filing is to increase rates for Directory Listings, Directory Assistance and Subscriber Intrastate Access Service.

[Docket No. 19-087-P04](#) – AT&T Corp. – Message Telecommunications Services Price List – This filing increases the rate for AT&T One Rate I and also consolidates AT&T One Rate IV into AT&T One Rate I.

[Docket No. 19-087-P03](#) – AT&T Corp. – Custom Network Services Price List – This filing increases the rates for selected All In One Intrastate Long Distance plans.

[Docket No. 19-2414-P01](#) – Granite Telecommunications, LLC – With this submission, Granite Telecommunications, LLC amends the late payment assessment rate on past due accounts consistent with underlying carrier amendments.

[Docket No. 19-049-P02](#) – Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This filing grandfathers Essential Home Phone with 30 Minutes Long Distance, a residence packaged service.

[Docket No. 19-2204-P02](#) – CenturyLink Communications, LLC – This filing grandfathers the residential long distance plan, 30 Minutes Long Distance.

[Docket No. 19-2301-P02](#) – SBC Long Distance, LLC, d/b/a SBC Long Distance, d/b/a AT&T Long Distance – The purpose of this filing is to increase the rates for Business Default Plan for Hierarchical Billing – Switched.

[Docket No. 19-2301-P01](#) – SBC Long Distance, LLC, d/b/a SBC Long Distance,

d/b/a AT&T Long Distance – The purpose of this filing is to increase the Minimum Usage Charge rate associated with Residential Message Telecommunications Service.

[Docket No. 19-2301-P03](#) – SBC Long Distance, LLC, dba SBC Long Distance, dba AT&T Long Distance – The purpose of this filing is to change the plan name from AT&T ONE RATE Nationwide 10 Cents Direct to

AT&T ONE RATE Nationwide Preferred Direct while also increasing the usage rate.

[Docket No. 19-049-P03](#) – Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This filing is an administrative change adding USOC N2W (Call Waiting Identification) to the business rate page which was erroneously omitted from the prior business rate sheet.

Tariff Dockets

[Docket No. 18-040-T01](#) – Central Utah Telephone, Inc.'s Proposed Tariff Revisions

[Docket No. 18-041-T03](#) – Citizens Telecommunications Company of Utah d/b/a Frontier Communications of Utah's Tariff Revisions to Include Less Restrictive Language Regarding Frontier Digital Phone Nonrecurring Service Charges

[Docket No. 18-041-T04](#) – Citizens Telecommunications Company of Utah dba Frontier Communications of Utah's Tariff Revisions to Include Clarifying Language Regarding Frontier Digital Phone Nonrecurring Service Order Charges

[Docket No. 18-042-T01](#) – Emery Telephone's Proposed Tariff Revisions

[Docket No. 18-042-T02](#) – Emery Telephone's Proposed Tariff Revisions

[Docket No. 18-050-T02](#) – Navajo Communications Company, Inc. dba Frontier Navajo Communications Company's Tariff Revisions to Include Less Restrictive Language Regarding Frontier Digital Phone Nonrecurring Service Charges

[Docket No. 18-050-T03](#) – Navajo Communications Company, Inc. dba Frontier Navajo Communications Company's Tariff Revisions to Include Clarifying Language Regarding Frontier Digital Phone Nonrecurring Service Order Charges

[Docket No. 18-054-T01](#) – Union Telephone Company's Proposed Tariff Revisions

[Docket No. 18-576-T01](#) – Skyline Telecom's Proposed Tariff Revisions

[Docket No. 18-2201-T01](#) – Bear Lake Communications, Inc.'s Proposed Tariff Revisions

[Docket No. 18-2302-T01](#) – Carbon/Emery Telcom, Inc.'s Proposed Tariff Revisions

[Docket No. 18-2302-T02](#) – Carbon/Emery Telcom, Inc.'s Proposed Tariff Revisions

[Docket No. 18-2303-T01](#) – Hanksville Telcom, Inc.'s Proposed Tariff Revisions

[Docket No. 18-2563-T02](#) – Ionex Communications North, LLC dba Birch Communications' Request for Company Name Change to Lingo Communications

North, LLC and Replacement Local and Interexchange and Switched Access Replacement Tariffs

[Docket No. 19-040-T01](#) – Central Utah Telephone, Inc.'s Proposed Tariff Revisions

[Docket No. 19-041-T01](#) – Citizens Telecommunications Company of Utah dba Frontier Communications of Utah's Tariff Revisions to Introduce Frontier Digital Phone Unlimited (Challenger) and Frontier Digital Phone Unlimited Plus (Challenger) Bundled Services

[Docket No. 19-041-T02](#) – Citizens Telecommunications Company of Utah dba Frontier Communications of Utah's Tariff Revisions to Grandfather Certain Residential Bundles

[Docket No. 19-043-T01](#) – Gunnison Telephone Company's Proposed Tariff Revisions

[Docket No. 19-049-T01](#) – Qwest Corporation dba CenturyLink QC's Proposed Tariff Revisions

[Docket No. 19-050-T01](#) – Navajo Communications Company, Inc. dba Frontier Navajo Communications Company's Tariff Revisions to Introduce

Frontier Digital Phone Unlimited (Challenger) and Frontier Digital Phone Unlimited Plus (Challenger) Residential Bundled Services

[Docket No. 19-050-T02](#) – Navajo Communications Company, Inc. dba Frontier Navajo Communications Company's Tariff Revisions to Grandfather Certain Residential Bundles

[Docket No. 19-051-T01](#) – Beehive Telephone Company, Inc.'s Proposed Tariff Revisions

[Docket No. 19-052-T01](#) – South Central Utah Telephone Association, Inc.'s Proposed Tariff Revisions

[Docket No. 19-053-T01](#) – UBTA-UBET Communications Inc.'s Proposed Tariff Revisions

[Docket No. 19-054-T01](#) – Union Telephone Company's Proposed Tariff Revisions

[Docket No. 19-576-T01](#) – Skyline Telecom's Proposed Tariff Revisions

[Docket No. 19-2201-T01](#) – Bear Lake Communications, Inc.'s Proposed Tariff Revisions

Telecommunications Companies

ILECs

**Albion Telephone Company, Inc.
d/b/a ATC Communications**
225 West North Street
Albion, ID 83311
Tel: (208) 673-5335
Fax: (208) 673-6200

All West Communications, Inc.
50 West 100 North
Kamas, UT 84036-0588
Tel: (435) 783-4361
Toll Free: (888) 292-1414
Fax: (435) 783-4928
Web: www.allwest.net

**Bear Lake Communications
d/b/a CentraCom Interactive**
35 South State Street
Fairview, UT 84629
Tel: (435) 427-3331
Toll Free: (800) 427-8449
Fax: (435) 427-3200
Web: www.centracom.com

Beehive Telephone Company, Inc.
2000 East Sunset Road
Lake Point, UT 84074
Tel: (435) 837-6000
Toll Free: (800) 629-9993
Fax: (435) 837-6109

Carbon - Emery Telcom Inc.
455 East SR 29
Orangeville, UT 84537
Tel: (435) 748-2223

Fax: (435) 748-5001
Web: www.emerytelcom.net

**Central Utah Telephone
d/b/a CentraCom Interactive**
35 South State Street
Fairview, UT 84629
Tel: (435) 427-3331
Toll Free: (800) 427-8449
Fax: (435) 427-3200
Web: www.centracom.com

**CenturyTel of Eagle, Inc.
d/b/a CenturyLink**
100 CenturyLink Drive
Monroe, LA 71203
Tel: (318) 388-9081
Toll Free: (800) 562-3956
Fax: (318) 340-5244
Web: www.centurytel.com

**Citizens Telecommunications Company of Utah
d/b/a Frontier Communications of Utah**
1800 41st Street
Everett, WA 98201
Tel: (425) 261-5855
Toll Free: (888) 340-9545
Fax: (425) 258-9597
Web: www.frontier.com

Direct Communications Cedar Valley, LLC
150 South Main
Rockland, ID 83271
Tel: (801) 789-2800
Fax: (801) 789-8119

Emery Telephone

d/b/a/ Emery Telcom

455 East SR 29

Orangeville, UT 84537-0550

Tel: (435) 748-2223

Fax: (435) 748-5001

Web: www.emerytelcom.net

Farmers Telephone Company, Inc.

26077 Highway 666

Pleasant View, CO 81331

Tel: (970) 562-4211

Toll Free: (877) 828-8656

Fax: (970) 562-4214

Web: www.farmerstelcom.com

Gunnison Telephone Company

29 South Main Street

Gunnison, UT 84634

Tel: (435) 528-7236

Fax: (435) 528-5558

Web: www.gtelo.net

Hanksville Telcom, Inc.

455 East SR 29

Orangeville, UT 84537

Tel: (435) 748-2223

Fax: (435) 748-5222

Web: www.emerytelcom.net

Manti Telephone Company

40 West Union Street

Manti, UT 84642

Tel: (435) 835-3391

Fax: (435) 835-0008

Web: www.mantitel.com

Navajo Communications Company, Inc. (UTAH)

d/b/a Frontier Navajo Communications Company

1800 41st Street

Everett, WA 98201

Tel: (425) 261-5855

Toll Free: (888) 340-9545

Fax: (425) 258-9597

Web: www.frontier.com

Qwest Communications, QC

d/b/a CenturyLink QC

1801 California Street, Third Floor

Denver, CO 80202

Tel: (801) 237-7200

Toll Free: (888) 642-9996

Web: www.centurylink.com

Skyline Telecom

d/b/a CentraCom Interactive

35 South State Street

Fairview, UT 84629

Tel: (435) 427-3331

Toll Free: (800) 427-8449

Fax: (435) 427-3200

Web: www.centracom.com

South Central Utah Telephone Association, Inc.

d/b/a South Central Communications

45 North 100 West

Escalante, UT 84726

Tel: (435) 826-0225

Fax: (435) 826-0826

Web: www.socen.com

UBTA-UBET Communications, Inc.

d/b/a UBTA Communications, Strata Networks

211 East 200 North

Roosevelt, UT 84066

Tel: (435) 622-5007

Fax: (435) 646-2000

Web: www.ubtanet.com

Union Telephone Company

850 North Highway 414

Mountain View, WY 82939

Tel: (307) 782-6131

Toll Free: (800) 646-2355

Fax: (307) 782-6913

Web: www.union-tel.com

CLECs

Access One, Inc.

820 West Jackson Blvd., 6th Floor
Chicago, IL 60607
Tel: (269) 381-8888
Toll-Free: (800) 804-8333
Fax: (312) 441-1010
Web: www.accessoneinc.com

Access Point, Inc.

1100 Crescent Green, Ste. 109
Cary, NC 27518
Tel: (919) 851-4838
Toll-Free: (800) 957-6468
Fax: (919) 851-5422
Web: www.accesspointinc.com

ACN Communications Services, Inc.

1000 Progress Place
Concord, NC 28025-2449
Tel: (704) 260-3000
Toll-Free: (877) 226-1010
Fax: (704) 260-3625
Web: www.acninc.com

Affinity Network Incorporated

250 Pilot Road, Ste. 300
Las Vegas, NV 89119
Tel: (407) 260-1011
Fax: (407) 260-1033
Web: www.affinitynetworkinc.com

Airespring, Inc.

6060 Sepulveda Blvd., Ste. 220
Van Nuys, CA 91411
Tel: (818) 786-8990
Toll-Free: (888) 389-2899
Fax: (818) 786-9225
Web: www.airespring.com

Airus, Inc.

f/k/a IntelPeer, Inc.

222 South Riverside Plaza, Ste. 2730
Chicago, IL 60607
Tel: (312) 506-0920

Toll-Free: (888) 380-2721
Fax: (312) 506-0931
Web: www.intelepeer.com

All West Utah, Inc.

d/b/a All West World Connect

50 West 100 North
Kamas, UT 84036-0588
Tel: (435) 783-4361
Toll-Free: (888) 292-1414
Fax: (435) 783-4928
Web: www.allwest.net

ANPI Business, LLC

550 West Adams Street, Ste. 900
Chicago, IL 60661
Tel: (866) 629-8200
Toll-Free: (888) 217-6323
Web: www.voyant.com

AT&T Corp.

One AT&T Way, Room 2B115E
Bedminster, NJ 07921
Tel: (908) 234-7386
Fax: (908) 532-1808
Web: www.att.com

Bandwidth.com CLEC, LLC

900 Main Campus Drive, Ste. 100
Raleigh, NC 27606
Tel: (913) 439-3571
Toll-Free: (855) 513-9666
Fax: (919) 238-9903
Web: www.bandwidthclec.com

BCM One, Inc.

521 5th Avenue, 14th Floor
New York, NY 10175
Toll-Free: (888) 543-2000
Fax: (212) 843-0457
Web: www.bcmone.com

BCN Telecom, Inc.

1200 Mt. Kemble Avenue, 3rd Floor

Harding Township, NJ 07960

Tel: (908) 470-4700

Fax: (908) 470-4707

Web: www.bcentele.com

Birch Communications, LLC

320 Interstate North Parkway SE

Atlanta, GA 30339

Tel: (678) 424-2400

Toll-Free: (866) 424-5100

Fax: (678) 424-2501

Web: www.birch.com

Blackfoot Communications, Inc.

d/b/a Blackfoot

1221 North Russell Street

Missoula, MT 59808

Tel: (406) 541-5000

Toll-Free: (866) 541-5000

Fax: (406) 532-1999

Web: www.blackfoot.com

Bresnan Broadband of Utah, LLC

12405 Powerscourt Drive

St. Louis, MO 63131

Tel: (314) 965-0555

Toll-Free: (866) 207-3663

Fax: (314) 288-3555

Broadband Dynamics, LLC

8757 East Via De Commercio, 1st Floor

Scottsdale, AZ 85258

Tel: (480) 941-0444

Toll-Free: (800) 277-1580

Fax: (480) 941-1143

Web: www.broadbanddynamics.net

Broadview Networks, Inc.

1018 West 9th Avenue

King of Prussia, PA 19406

Tel: (610) 755-4446

Toll-Free: (800) 276-2384

Fax: (347) 287-0845

Web: www.broadviewnet.com

Broadvox-CLEC, LLC

550 West Adams Street, Ste. 900

Chicago, IL 60661

Toll-Free: (844) 276-2386

Fax: (312) 346-2601

Web: www.broadvox.com

Broadweave Networks of Utah, LLC

744 North 300 West

Provo, UT 84601

Tel: (801) 691-5800

Fax: (801) 307-1104

BT Communications Sales, LLC

a/k/a Concert Communications Sales, LLC

11440 Commerce Park Drive, Ste. 1000

Reston, VA 20191

Tel: (703) 755-6733

Toll-Free: (866) 221-8623

Fax: (703) 755-6740

Web: www.btna.com

BullsEye Telecom, Inc.

25925 Telegraph Road, Ste. 210

Southfield, MI 48033

Tel: (248) 784-2500

Toll-Free: (877) 638-2855

Fax: (248) 784-2501

Web: www.bullseyetelecom.com

CBTS Technology Solutions, Inc.

221 East Fourth Street, Ste. 103-1290

Cincinnati, OH 45202

Tel: (513) 397-7772

Central Telcom Services, LLC

d/b/a CentraCom Interactive

35 South State Street

Fairview, UT 84629

Tel: (435) 427-3331

Toll-Free: (800) 427-8449

Fax: (435) 427-3200

Web: www.cutel.com

Citizens Telecommunications Company of Utah

d/b/a Frontier Communications of Utah

1800 41st Street
Everett, WA 98201
Tel: (425) 261-5855
Toll-Free: (888) 340-9545
Fax: (425) 258-9597
Web: www.frontier.com

Clear Rate Communications, Inc.

2600 West Big Beaver Road, Ste. 450
Troy, MI 48048
Tel: (248) 556-4500
Toll-Free: (877) 877-4799
Fax: (248) 556-4501
Web: www.clearrate.com

Comcast Phone of Utah, LLC

One Comcast Center
Philadelphia, PA 19103
Tel: (215) 286-8667
Toll-Free: (800) 288-2085
Fax: (215) 286-8414
Web: www.comcast.com

Comtech21, LLC

One Barnes Park South
Wallingford, CT 06492
Tel: (203) 679-7000
Fax: (203) 679-7387

Crexendo Business Solutions, Inc.

1615 South 52nd Street
Tempe, AZ 85281
Tel: (602) 903-7271
Web: www.crexendo.com

dishNet Wireline, LLC

f/k/a Liberty-Bell Telecom, LLC

2460 West 26th Avenue, Ste. #380-C
Denver, CO 80211
Tel: (303) 831-1977
Toll-Free: (866) 664-2355
Fax: (303) 831-1988
Web: <http://bundles.dish.com>

EarthLink, LLC

4001 N. Rodney Parham Rd.
Little Rock, AR 72212
Tel: (501) 748-7000
Toll-Free: (800) 347-1991
Web: www.windstream.com

Easton Telecom Services, LLC

Summit II Unit A, 3040 Brecksville Road
Richfield, OH 44286
Tel: (330) 659-6700
Toll-Free: (800) 222-8122
Fax: (330) 659-9379
Web: www.eastontele.com

Electric Lightwave, LLC

265 East 100 South, Ste. 100
Salt Lake City, UT 84111
Tel: (801) 746-2000
Toll-Free: (888) 746-2150
Fax: (801) 505-4200
Web: www.integratelecom.com

Emery Telecommunications & Video, Inc.

455 East SR 29
Orangeville, UT 84537-0550
Tel: (435) 748-2223
Fax: (435) 748-5001
Web: www.etv.net

EnTelegent Solutions, Inc.

2520 Whitehall Park Drive, Ste. 200
Charlotte, NC 28273
Tel: (704) 323-7488
Toll-Free: (800) 975-7192
Fax: (704) 504-5868
Web: www.entelegent.com

Eschelon Telecom of Utah, Inc.

d/b/a Integra Telecom

265 East 100 South, Ste. 200
Salt Lake City, UT 84111
Tel: (801) 746-2000
Toll-Free: (888) 746-2159

Fax: (801) 505-4200
Web: www.eschelon.com

ExteNet Systems, Inc.
3030 Warrenville Road, Ste. 340
Lisle, IL 60532
Tel: (630) 505-3800
Fax: (630) 577-1365
Web: www.extenetsystems.com

FirstDigital Telecom, LLC
90 South 400 West, Ste. M-100
Salt Lake City, UT 84101
Tel: (801) 456-1000
Toll-Free: (800) 540-9789
Fax: (801) 456-1010
Web: www.firstdigital.com

France Telecom Corporate Solutions, LLC
13775 McLearen Road, Mail Stop 1100
Oak Hill, PA 20171-3212
Tel: (703) 375-7323
Toll-Free: (866) 280-3726
Fax: (703) 925-4712

Frontier Communications of America, Inc.
1800 41st Street, Floor #5, Room 33
Everett, WA 98201
Tel: (570) 631-5003
Fax: (570) 631-8026

GC Pivotal, LLC
200 South Wacker Drive, Ste. 1650
Chicago, IL 60606
Tel: (312) 673-2400
Toll-Free: (866) 226-4244
Fax: (312) 673-2422

Global Connection of America, Inc.
5555 Oakbrook Parkway, Ste. 620
Norcross, GA 30093
Tel: (678) 741-6200

Toll-Free: (877) 511-3009
Fax: (678) 458-6773

Global Crossing Local Services, Inc.
1025 Eldorado Blvd.
Broomfield, CO 80021
Tel: (720) 888-1000
Toll-Free: (877) 453-8353
Fax: (720) 225-5877
Web: www.globalcrossing.com

Granite Telecommunications, LLC
100 Newport Avenue Extension
Quincy, MA 02171
Tel: (866) 847-1500
Fax: (866) 847-5500
Web: www.granitenet.com

**Greenfly Networks, Inc.
d/b/a Clearfly Communications**
550 South 24th Street West, Ste. 201
Billings, MT 59102
Tel: (406) 580-4530
Toll-Free: (866) 652-7520
Fax: (406) 869-4614
Web: www.clearfly.net

IDT America Corp.
520 Broad Street, 17th Floor
Newark, NJ 07102
Tel: (973) 428-4854
Toll-Free: (800) 888-9126
Fax: (973) 438-1455

Impact Telecom, Inc.
9250 East Costilla Ave, Ste. 400
Greenwood Village, CO 80112
Tel: (303) 779-5700
Toll-Free: (866) 557-8919
Fax: (303) 779-0500

**inCONTACT, Inc.
d/b/a United Carrier Networks**
75 West Town Ridge Parkway, Tower 1
Sandy, UT 84070
Tel: (866) 541-0000

Toll-Free: (800) 669-3319
Fax: (866) 800-0007
Web: www.inContact.com

iNetworks Group, Inc.
125 South Wacker Drive, Ste. 2510
Chicago, IL 60606
Tel: (312) 212-0822
Toll-Free: (866) 409-2826
Fax: (312) 422-9201
Web: www.inetworksgroup.com

Integra Telecom of Utah, Inc.
18110 SE 34th Street, Bldg. One, Ste. 100
Vancouver, WA 98683
Tel: (360) 558-6900
Toll-Free: (866) 468-3472
Web: www.integratelecom.com

InTTec, Inc.
1001 South Douglas Highway, Ste. 201
Gillette, WY 82717-2799
Tel: (307) 685-5536
Toll-Free: (888) 682-1884
Fax: (307) 682-2519
Web: www.inttec.biz

Ionex Communications North, Inc.
d/b/a Birch Communications
2300 Main Street, Ste. 340
Kansas City, MO 64108
Tel: (816) 300-3000
Toll-Free: (888) 772-4724
Fax: (816) 300-3350
Web: www.birch.com

IPDataStream, LLC
4000 SE International Way, Ste. F204
Milwaukie, OR 97222
Tel: (503) 205-4767
Toll-Free: (877) 255-4767
Fax: (866) 912-4768
Web: www.ipdatastream.com

Level 3 Communications, LLC
1025 Eldorado Blvd.

Broomfield, CO 80021-8869
Tel: (720) 888-1000
Toll-Free: (877) 453-8353
Fax: (720) 225-5877
Web: www.level3.com

Level 3 Telecom of Utah, LLC
1025 Eldorado Blvd.
Broomfield, CO 80021-8869
Tel: (720) 888-1000
Toll-Free: (877) 453-8353
Fax: (720) 255-5877
Web: www.level3.com

Local Access, LLC
11442 Lake Butler Boulevard
Windermere, FL 34786
Toll-Free: (866) 841-7898
Fax: (888) 315-4278
Web: www.localaccessllc.com

Magna5, LLC
2828 North Harwood St, Ste. 1700
Dallas, TX 75201
Tel: (214) 932-9293

Matrix Telecom, LLC
d/b/a Matrix Business Technologies
d/b/a Excel Telecommunications
d/b/a Trinsic Communications
d/b/a Vartec Telcom
433 East Las Colinas Blvd., Ste. 500
Irving, TX 75039
Tel: (972) 910-1900
Toll-Free: (888) 411-0111
Fax: (866) 418-9750
Web: www.impacttelecom.com

MCI Communications Services, Inc.
d/b/a Verizon Business Services
5055 North Point Parkway, 2nd Floor
Alpharetta, GA 30022
Tel: (678) 259-1749
Toll-Free: (888) 605-0469
Fax: (800) 854-7960
Web: www.verizon.com

MCImetro Access Transmission Services Corp.

5055 North Point Parkway, 2nd Floor
Alpharetta, GA 30022
Tel: (678) 259-1749
Toll-Free: (888) 605-0469
Fax: (800) 854-7960
Web: www.mci.com

McLeod USA Telecommunications Services, LLC

d/b/a Paetec Business Services
4001 N. Rodney Parham Rd.
Little Rock, AR 72212
Tel: (501) 748-7000
Toll-Free: (800) 347-1991
Web: www.windstream.com

MegaPath Corporation

2220 O'Teele Avenue
San Jose, CA 95131
Tel: (408) 616-6400
Fax: (408) 952-7539
Web: www.megapath.com

Metropolitan Telecomm of Utah, Inc.

d/b/a MetTel
55 Water Street, 31st Floor
New York, NY 10041
Tel: (212) 607-2004
Toll-Free: (800) 876-9823
Fax: (212) 635-5074
Web: www.mettelagents.com

Mitel Cloud Services, Inc.

7300 West Boston Street
Chandler, AZ 85226-3229
Tel: (602) 253-6004
Toll-Free: (800) 894-7026
Fax: (602) 798-7000
Web: www.mitel.com

Mobilitie, LLC

660 Newport Center Drive, Ste. 200
Newport Beach, CA 92660
Tel: (949) 717-6023

Toll-Free: (877) 999-7070
Web: www.mobilities.com

Neighborhood Networks, Inc.

P.O. Box 970968
Orem, UT 84097
Tel: (801) 609-7900
Toll-Free: (844) 889-6641
Fax: (801) 852-0228
Web: www.neighborhoodnetworks.com

Net Talk.com, Inc.

1100 NW 163rd Drive
North Miami, FL 33169
Tel: (305) 621-1200
Fax: (305) 621-1201
Web: www.nettalk.com

Neutral Tandem-Utah, LLC

550 West Adams Street, Ste. 900
Chicago, IL 60661
Tel: (312) 384-8000
Toll-Free: (866) 388-7251
Fax: (312) 346-3276
Web: www.neutraltandem.com

New Horizons Communications Corp.

420 Bedford St, Ste. 250
Lexington, MA 02420
Tel: (339) 222-7518

NextGen Communications, Inc.

275 West Street, Ste. 400
Annapolis, MD 21401
Tel: (410) 349-7097
Toll-Free: (800) 959-3749
Fax: (410) 295-1884
Web: www.telecomsys.net

North County Communications Corp.

3802 Rosecrans Street, Ste. 485
San Diego, CA 92110
Tel: (619) 364-4750
Toll-Free: (619) 364-4700
Fax: (619) 364-4710
Web: www.nccom.com

Onvoy, LLC

d/b/a Onvoy Voice Services

550 West Adams St., Ste. 900

Chicago, IL 60661

Tel: (736) 230-2036

Toll-Free: (800) 933-1224

Fax: (736) 230-4200

Web: www.inteliquent.com

PAETEC Communications, LLC

4001 N. Rodney Parham Rd.

Little Rock, AR 72212

Tel: (501) 748-7000

Toll-Free: (800) 347-1991

Web: www.windstream.com

Peerless Network of Utah, LLC

222 South Riverside Plaza, Ste. 2730

Chicago, IL 60606

Tel: (407) 260-1011

Fax: (407) 260-1033

Preferred Long Distance, Inc.

d/b/a Telpex Communications

d/b/a Ringplanet

16830 Ventura Blvd., Ste. 350

Encino, CA 91436-1716

Tel: (818) 380-9090

Toll-Free: (888) 235-2026

Fax: (818) 380-9099

Web: www.pldtel.com

Prestige Broadband, LLC

224 South Main St, Ste. 535

Springville, UT 84663

Tel: (801) 210-2099

Toll-Free: (888) 783-3327

Web: www.prestigebroadband.com

QuantumShift Communications, Inc.

d/b/a vCom Solutions

12657 Alcosta Blvd., Ste. 418

San Ramon, CA 94583

Tel: (415) 209-7044

Toll-Free: (800) 804-8266

Fax: (415) 415-1458

Web: www.quantumshift.com

Qwest Communications Company, LLC

d/b/a CenturyLink QCC

1801 California Street, Third Floor

Denver, CO 80202

Tel: (303) 992-1400

Toll-Free: (800) 362-1228

Fax: (303) 296-2782

Web: www.qwest.com

RCLEC, Inc.

20 Davis Drive

Belmont, CA 94002

Tel: (650) 472-4100

Toll-Free: (888) 898-4591

Fax: (888) 528-7464

Redline Phone, Inc.

2706 Decker Lake Blvd, Ste. 100

West Valley City, UT 84119

Tel: (801) 217-9000

Web: www.redlinephone.com

Sorenson Communications, Inc.

4192 South Riverboat Road

Salt Lake City, UT 84123

Tel: (801) 287-9400

Fax: (801) 281-3294

Web: www.sorenson.com

South Central Communications Telecom Services, LLC

45 North 100 West

Escalante, UT 84726

Tel: (435) 826-4211

Fax: (435) 826-4900

Web: www.socen.com

Spectrotel, Inc.

d/b/a OneTouch Communications

d/b/a Touch Base Communications

3535 State Highway 66, Ste. 7

Neptune, NJ 07753

Tel: (732) 345-7000

Toll-Free: (888) 700-5830 (Residential)
Fax: (732) 345-7893
Web: www.spectrotel.com

Sprint Communications Company LP
6200 Sprint Parkway
Overland Park, KS 66251
Toll-Free: (800) 829-0965
Web: www.sprint.com

SummitIG, LLC
22375 Broderick Dr., Ste. 165
Dulles, VA 20166
Tel: (703) 376-3694
Fax: (703) 652-0743
Web: www.summitig.com

Talk America Services, LLC
10802 Executive Center Drive
Benton Building, Ste. 300
Little Rock, AR 72211
Tel: (501) 748-5870
Toll-Free: (855) 546-5500
Fax: (330) 425-0881
Web: www.talkamericaservices.com

Teleport Communications America, Inc.
One AT&T Way, Room 2B115E
Bedminster, NJ 07921
Tel: (908) 234-7386
Toll-Free: (888) 227-3824
Fax: (908) 532-1808
Web: www.att.com

Telequality Communications, Inc.
16601 Blanco Road
San Antonio, TX 78232
Tel: (210) 481-5499
Fax: (210) 408-1700
Web: www.telequality.com

Teliix, Inc.
2150 W 29th Ave., Ste. 200
Denver, CO 80211
Tel: (303) 629-8301
Toll-Free: (888) 483-5429

Fax: (303) 629-8344
Web: www.teliix.com

Teltrust Corporation
3783 South 500 West, Ste. 6
Salt Lake City, UT 84115
Tel: (801) 260-9020
Toll-Free: (866) 260-9020
Fax: (801) 265-8181
Web: www.teltrust.com

Velocity The Greatest Phone Company Ever, Inc.
7130 Spring Meadows Drive West
Holland, OH 43528-9296
Tel: (419) 868-9983
Toll-Free: (800) 983-5624
Fax: (419) 868-9986
Web: www.velocity.org

Veracity Networks, LLC
357 S. 670 W., Ste. 300
Lindon, UT 84042
Tel: (801) 379-3000
Fax: (801) 373-0682
Web: www.veracitynetworks.com

Vesta Solutions, Inc.
42555 Rio Nedo
Temecula, CA 92590
Tel: (951) 719-2120
Toll-Free: (800) 491-1734
Fax: (951) 296-2727
Web: www.vestapublicsafety.com

Vitcom, LLC
4118 – 14th Avenue, Ste. 101
Brooklyn, NY 11219
Tel: (212) 571-4000
Toll-Free: (877) 766-1199

**Western Safety Communications, Inc.
f/k/a Intrado Communications, Inc.**
1601 Dry Creek Drive
Longmont, CO 80503
Tel: (720) 494-5800

Fax: (720) 494-6600
Web: www.intrado.com

Wholesale Carrier Services, Inc.

5471 North University Drive
Coral Springs, FL 33067
Tel: (954) 227-1700
Toll Free: (888) 940-5600
Fax: (561) 750-7244
Web: <http://www.wcs.com/>

Wide Voice, LLC

410 South Rampart, Ste. 390
Las Vegas, NV 89145
Tel: (702) 553-3007
Toll-Free: (844) 844-8444
Fax: (702) 825-2582
Web: www.widevoice.com

WilTel Communications, LLC

1025 Eldorado Blvd.
Broomfield, CO 80021-8869
Tel: (720) 888-1000
Toll-Free: (877) 453-8353
Fax: (720) 225-5877
Web: www.level3.com

WiMacTel, Inc.

d/b/a Intellicall Operator Services of North America

2225 East Bayshore Road, Ste. 200
Palo Alto, CA 94303
Tel: (800) 820-4680
Toll-Free: (888) 476-0881
Fax: (877) 476-0890
Web: www.wimactel.com

Windstream NuVox, LLC

4001 North Rodney Parham
Little Rock, AR 72212
Tel: (501) 748-7000
Web: www.windstream.com

Xmission Networks, LLC

51 East 400 South, Ste. 100
Salt Lake City, UT 84111
Tel: (801) 539-0852
Toll-Free: (877) 964-7746
Fax: (801) 539-0853
Web: www.xmission.com

XO Communications Services, LLC

13865 Sunrise Valley Road
Herndon, VA 20171
Tel: (703) 547-2000
Toll-Free: (888) 575-6398
Fax: (703) 547-2881
Web: www.xo.com

XYN Communications of Utah, LLC

8275 South Eastern Avenue, Ste. 200
Las Vegas, NV 89123
Tel: (504) 832-1894

YipTel, LLC

9176 South 300 West, Ste. 1
Sandy, UT 84070
Tel: (801) 975-7466
Fax: (801) 975-2233
Web: www.yiptel.com

YMax Communications Corp.

5700 Georgia Avenue
Palm Beach, FL 33405
Tel: (561) 290-8336
Toll-Free: (888) 370-5005
Fax: (561) 586-2328
Web: www.ymaxcorp.com

Zayo Group, Inc.

400 Centennial Parkway, Ste. 200
Louisville, CO 80027
Tel: (303) 381-4683
Toll-Free: (800) 390-6094
Fax: (303) 226-5922
Web: www.zayo.com

ETCs

Assist Wireless, LLC

2330 Gravel Drive
Fort Worth, TX 76116
Tel: (855) 392-7747
Web: www.assistwireless.com

Blue Jay Wireless, LLC

5010 Addison Circle
Addison, TX 75001
Tel: (972) 788-8860
Web: www.bluejaywireless.com

Budget Prepay, Inc.

d/b/a Budget Mobile
1325 Barksdale Blvd., Ste. 200
Bossier City, LA 71111
Tel: (407) 740-8575

Cricket Communications, Inc.

10307 Pacific Center Ct.
San Diego, CA 92121
Tel: (858) 882-6000
Fax: (858) 882-6010
Web: www.mycricket.com

Global Connect, Inc.

d/b/a Stand Up Wireless
5555 Oakbrook Parkway, Ste. 620
Norcross, Georgia 30093
Tel: (678) 741-6200
Toll-Free: (800) 544-4441
Fax: (678) 741-6333
Web: www.standupwireless.com

iWireless, LLC

1 Levee Way, Ste. 3104

Newport, KY 41071

Tel: (770) 956-7525
Web: www.iwireless.com

Q Link Wireless, LLC

499 Sheridan Street, Ste. 300
Dania, FL 33004
Tel: (678) 672-2837
Web: www.qlinkwireless.com

Telrite Corporation

d/b/a Life Wireless
4113 Monticello Street
Covington, GA 30014
Web: www.telrite.com

Tempo Telecom, LLC

2323 Grand Blvd, Ste. 925
Kansas City, MO 64108

TracFone Wireless, Inc.

d/b/a Safelink Wireless
9700 North West 112th Avenue
Miami, FL 33178
Tel: (305) 715-3733
Web: www.tracfone.com

Virgin Mobile USA, L.P.

d/b/a Assurance Wireless
6391 Sprint Parkway
Mailstop: KSOPHT0101-Z2400
Overland Park, KS 66251
Tel: (913) 762-5929
Fax: (908) 607-4823
Web: www.virginmobileusa.com

Relay Utah Overview

Telecommunications Relay Service & Equipment Distribution Program

The PSC began administering the Relay Utah program in 1987 with the goal of providing telecommunications access and equipment to those who are deaf, hard of hearing, and speech-challenged. Through the Relay Utah program, those with hearing or speech challenges have multiple service and equipment options including video relay, internet protocol relay, captioned telephones, application software, amplified telephones, and wireless devices. Relay services have expanded to include Spanish language, Speech-to-Speech, Voice Carry Over (VCO), Captioned Telephone (CapTel), and Hearing Carry Over (HCO).

Funding

The PSC uses funds from the UUSF to administer the Relay Utah program. Expenditures for FY 2019 totaled \$781,395 and were used for the following purposes:

1. Purchase and distribution of telecommunications devices.
2. Providing Telecommunications Relay Services (TRS) and Captioned Telephone Services (CTS) for individuals who are deaf, hard of hearing, or speech challenged.
3. General program administration.
4. Training individuals as certified sign language interpreters.

Consumer Education

The PSC collaborates with Penna Powers Brian & Haynes (PPBH) for marketing, outreach, public relations, education, and grassroots activities for relay services and equipment distribution. Each year, PPBH and the PSC utilize print, television, and social media advertising to raise awareness of Relay Utah. The PSC contracts with Sprint Relay for its TRS and CTS. Sprint Relay provides a full-time in-state coordinator who provides outreach and information.

Outreach Activities

Outreach events provide educational information on Relay Utah concerning equipment and service options for the deaf, hard of hearing, and speech-challenged community.

Highlights of outreach activities include the following events:

06/20/2019 Central Davis Senior Healthy Aging Fair

06/15/2019 Spanish Fork Health & Wellness Fair

05/23/2019 Golden Hours Health Fair

05/20/2019 Draper Senior Center Health Fair

05/18/2019 HLAA Walk for Hearing –Walk and Booth

05/16/2019 AUCH Primary Care Conference

05/16/2019 211 United Way/Department of Workforce Services Resource Fair

05/15/2019 Brigham City Senior Center Health and Wellness Fair

05/14/2019 Utah Assisted Living Association Conference

05/10/2019 Riverdale Senior Center Health Fair

05/08/2019 Utah Association for Home Health Care State Convention

05/03/2019 Seniors Helping Seniors Presentation

05/02/2019 Age Wise Conference

04/27/2019 Sage Senior Health Fair

04/25/2019 Beaver County Health Fair

04/23/2019 Tenth East & Liberty Senior Center

04/18/2019 Utah Aging Alliance Conference

04/08/2019 Jordan School District presentation to speech-language pathologists

04/03/2019 Mt. Olympus Senior Center

04/04/2019 Murray Library

04/03/2019 Intermountain Senior Clinic

03/27/2019 Tremonton Senior Health Fair

03/26/2019 Riverton Senior Health & Wellness Fair

03/22/2019 St. George Wellness Expo

02/28/2019 USHA Conference

02/18/2019 South Jordan Health & Wellness Fair

01/19/2019 Lehi Legacy Health Fair

11/16/2018 Kearns Center Health Fair

11/03/2018 Mountainland Aging Caregiver Conference

11/02/2018 Sanderson Center Bazaar

10/23/2018 River's Bend Harvest Festival

10/16/2018 Friendly Neighborhood and Columbus Senior Health Fair

10/12/2018 Midvale Senior Expo

10/11/2018 Mountainland Aging Annual Senior Fair

10/04/2018 Senior Expo and Genealogy Roots Conference

09/29/2018 Tooele Senior Expo

09/27/2018 South Jordan Health Fair

09/25/2018 West Jordan Chamber of Commerce

09/20/2018 North View Senior Center Health Fair

09/19/2018 Utah Health Care Association Fall Convention and Showcase

09/18/2018 Magna Kennecott Senior Center Decathlon

09/13/2018 Millcreek Senior Center and Resource Fair

09/11/2018 West Jordan Senior Health Fair

08/28/2018 Taylorsville Senior Center Health Fair

08/25/2018 Be Well Utah Health Fair

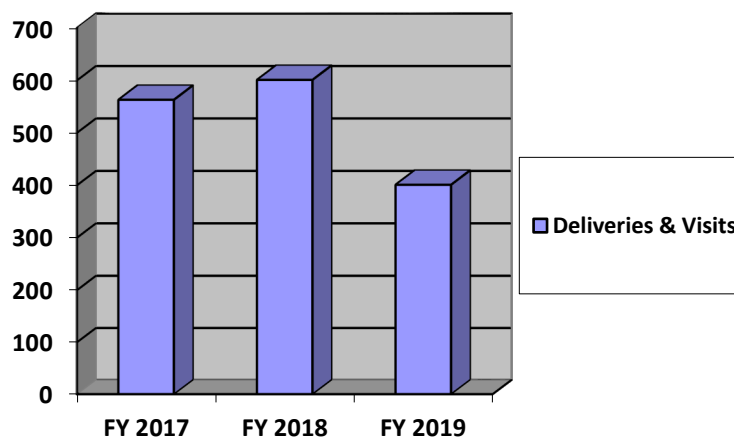
08/13/2018 West Valley City Senior Safety & Health Fair

08/09/2018 Bluffdale Old West Days

Equipment Training and Distribution

The PSC employs one full-time and three part-time employees who provide equipment distribution, training, repairs, and outreach throughout Utah. To provide effective services, employees respond to requests by phone, email, and text regarding questions on equipment and training. This approach has improved customer service and reduced unnecessary on-site visits.

The Relay Utah equipment and training distribution program provided telecommunications equipment distribution, troubleshooting, and training for 400 clients in FY 2019. The following graph is a three-year history of the equipment training and distribution program.



Sign Language Interpreting Training Program

Utah law states, “an individual is required to be certified as a certified interpreter if that individual provides interpreter services” (Utah Code Ann. § 35A-13-605).

On January 1, 2019, the PSC entered into a five-year contract with Utah State University to train individuals as certified sign language interpreters. The goal is to train up to 150 interpreters over the term of the contract.

Community Feedback

Utah Code Ann. § 54-8b-10(7) states, “The [PSC] shall solicit advice, counsel, and physical assistance from deaf, hard of hearing, or severely speech impaired individuals and the organizations serving [them] in the design and implementation of the program.” The PSC hosts quarterly meetings with the Relay Utah Consumer Council (RUCC). The RUCC is comprised of representatives of different groups or organizations including individuals who are deaf, hard of hearing, or speech challenged; and individuals who use the services provided by the PSC. The RUCC meetings are held in conjunction with Sprint Relay for members to actively provide feedback and ideas of how to best meet the needs of Relay consumers in Utah.

Mobile Device Program

The PSC extended the mobile device pilot program that provides specialized mobile and tablet devices for individuals who are deaf, hard of hearing, and speech challenged. The pilot program shall terminate no later than December 31, 2021. The PSC approved five applications during FY 2019.

Relay Utah Website

Relay.utah.gov provides calendar information for upcoming events and an online appointment system for individuals desiring to review and test telecommunications equipment at the Relay Utah demo room. The website includes applications and a list of available telecommunications equipment commonly distributed by Relay Utah. Relay Utah also maintains a Facebook page.

Relay Utah Demo Room

To assist individuals with hearing issues, the Relay Utah office, located at 168 N. 1950 W., Salt Lake City, has a demo room that contains an induction audio loop system that assists individuals who use hearing aids or cochlear implants with telecoil (t-coil) capability. The demo room is open to the public and has various types of phones for testing. During FY 2019, 63 visits were accommodated in the demo room. The Robert G. Sanderson Community Center in Taylorsville and its satellite office in St. George also have demo rooms.

Water Utilities Overview

Most Utahns receive culinary water from municipal systems, quasi-governmental special improvement districts, or water districts, none of which are subject to PSC regulation. Similarly, the PSC does not regulate irrigation water that is delivered by irrigation cooperatives in Utah. However, the PSC is charged by the legislature with regulating private water companies so as to ensure their customers have access to safe and reliable water service at just and reasonable rates.

Water Companies

Most private water companies are established as non-profit cooperatives, with control and ownership of the company transferring to the lot owners as the lots are sold. The PSC must exercise its jurisdiction as long as a developer retains effective voting control of the water company. Once the lot owners/water users attain voting control, the PSC must relinquish jurisdiction.

The PSC adjudicates the status of a water company informally unless that status is contested. While a company is subject to PSC jurisdiction, it is required to hold a Certificate of Public Convenience and Necessity (CPCN), to maintain a tariff, and to obtain approval from the PSC for all rates. A company that is verified to be a customer-owned and operated cooperative is issued an informal letter of exemption.

PSC Jurisdiction

As with other utilities, the PSC exercises regulatory jurisdiction over rates and changes in tariffs. Rate cases in the water context are relatively infrequent and are usually resolved collaboratively. The PSC also adjudicates consumer complaints regarding water companies, as it does with other utilities.

FY 2019 Activities

During FY 2019, the PSC approved two requests for exemption from PSC regulation (Summit Vista Water Company – Exemption No. 235, and Wilson Arch Water and Sewer Company – Exemption No. 236); addressed a tariff issue related to a general rate case (WaterPro, Inc.); and canceled one CPCN due to the sale of the water company to a special service district (Canaan Springs Water Company). In addition, the PSC opened a docket to investigate compliance issues related to two complaints against South Duchesne Culinary Water, Inc. filed in 2017. This investigation continues into FY 2020.

WATER DOCKETS

[Docket No. 16-2443-01](#) – *In the Matter of WaterPro Inc.'s Application for Culinary Water Rate Case*

[Docket No. 17-2372-01](#) – *Formal Complaint of Tanya Olsen against South Duchesne Culinary Water*

[Docket No. 17-2372-02](#) – *Formal Complaint of Shane Houskeeper against South Duchesne Culinary Water, Inc.*

[Docket No. 18-098-01](#) – *Request of Community Water Company for Exemption*

[Docket No. 18-2372-01](#) – *Investigation of South Duchesne Culinary Water, Inc.'s Compliance with Applicable Administrative Rules and Tariff*

[Docket No. 18-2605-01](#) – *Request of Wilson Arch Water and Sewer Company for Letter of Exemption*

[Docket No. 18-2606-01](#) – *Application of McBride Enterprises/Pine Meadows PUD for Exemption*

[Docket No. 19-2498-01](#) – *Notice of Sale of Canaan Springs Water Company*



Water Companies

Bridgerland Water Company, Inc.

Bridgerland Village
Garden City, UT 84028
Tel: (435) 757-6840
Fax: (435) 755-3009

Cedar Ridge Distribution Company

12435 North Hillcrest Drive
Deweyville, UT 84309
Tel: (435) 257-7152

Community Water Company, LLC

1840 Sun Peak Drive
Park City, UT 84098
Tel: (435) 200-8400
Fax: (435) 200-8454

**Coyotes-N-Cowboys Linecamp
Subdivision, LLC**

1770 South SR 22
Antimony, UT 84712
Tel: (435) 624-3216
Fax: (435) 624-3211

Dammeron Valley Water Works, LLC

1 Dammeron Valley Drive East
Dammeron Valley, UT 84783
Tel: (435) 574-2295
Fax: (435) 656-0504

Eagle's Landing Water Company, LLC

9155 North Cedar Pass Road
Eagle Mountain, UT 84005
Tel: (801) 794-9559
Fax: (801) 794-9669

Elk Ridge Estates Water Company

P.O. Box 100013
Alton, UT 84710
Tel: (435) 648-2464
Fax: (800) 299-6201

Falcon Crest Water Company, LLC

C/O Lone Peak Realty & Management
4115 South 430 East, Ste. 201
Salt Lake City, UT 84107
Tel: (801) 268-1087
Fax: (801) 262-7937

Grand Staircase Water Company, LLC

101 Larkspur Landing Circle, Ste. 310
Larkspur, CA 94939
Tel: (415) 925-8000

**Harmony Mountain Ranch Water
Company**

2116 North Canyon Greens Drive
Washington, UT 84780
Tel: (435) 531-1717
Fax: (435) 627-9383

Hi-Country Estates Homeowners Association

d/b/a Hi-Country Estates Phase #1 Water Company
124 Hi-Country Road
Herriman, UT 84065
Tel: (801) 254-2360
Fax: (801) 505-4664

Hidden Creek Water Company

5225 Alvera Cir
Salt Lake City, UT 84117
Tel: (801) 272-3525
Fax: (801) 277-6691

Highlands' Water Company, Inc.

5880 North Highland Drive
Mountain Green, UT 84050
Tel: (801) 876-2510
Fax: (801) 876-2510

Horseshoe Mountain Ranch Estates Owners Assoc., Inc.

10160 Roseboro Road
Sandy, UT 84092
Tel: (801) 572-4728
Fax: (801) 572-7456

Kayenta Water Users, Inc.

d/b/a KWU, Inc.
800 North Kayenta Parkway
Ivins, UT 84738
Tel: (435) 628-7234
Fax: (435) 628-7707

Lake Front Estates Water Users Association

156 North Main Street
Richfield, UT 84701
Tel: (801) 561-1752
Fax: (801) 561-6083

Lakeview Water Corporation

932 South 6525 East
Huntsville, UT 84317
Tel: (801) 745-2639

Legacy Sweet Water, Inc.

3451 North Triumph Blvd., Garden Level
Lehi, UT 84043
Tel: (800) 973-3715
Fax: (801) 384-7143

Pine Valley Irrigation Company

316 Diagonal Street
St. George, UT 84770
Tel: (435) 673-3435

Pineview West Water Company

828 Radford Lane
Eden, UT 84310
Tel: (801) 675-1711

South Duchesne Culinary Water, Inc.

59 West Main Street
Duchesne, UT 84021
Tel: (435) 738-6400
Fax: (435) 738-6003

Wanship Cottage Water Company

320 Old Farm Road
Coalville, UT 84017
Tel: (435) 336-5584
Fax: (435) 336-2380

Waterpro, Inc.

12421 South 800 East
Draper, UT 84020
Tel: (801) 571-2232
Fax: (801) 571-8054

Willow Creek Water Company, Inc.

14015 North 400 West
Beaver Dam, UT 84306
Tel: (435) 458-3429

SEWER COMPANIES

Mountain Sewer Corporation

932 South 6525 East

Huntsville, UT 84317

Tel: (801) 745-2639

Miscellaneous Dockets

[Docket No. 19-999-01](#) – *Miscellaneous Correspondence and Reports Regarding Electric Utility Services; 2019*

[Docket No. 19-999-02](#) – *Miscellaneous Correspondence and Reports Regarding Gas Utility Services; 2019*

[Docket No. 19-999-03](#) – *Miscellaneous Correspondence and Reports Regarding Telecommunications Utility Services; 2019*

[Docket No. 19-999-05](#) – *Eligible Telecommunications Carriers' Annual Lifeline Recertification Filings*

[Docket No. 19-999-06](#) – *Pipeline and Hazardous Material Safety Administration*

(PHMSA) Incident Reports and Miscellaneous Notifications Filed in 2019

[Docket No. 19-999-07](#) – *Pipeline and Hazardous Materials Safety Administration (PHMSA) Annual Reports for Calendar Year 2018 of Natural or Other Gas Transmission and Gathering Systems*

[Docket No. 19-999-10](#) – *Competitive Local Exchange Carrier ("CLEC") Annual Reports for Calendar Year 2018*

[Docket No. 19-999-11](#) – *Investigation into Potential Statutory Change to Utah Code Ann. § 54-7-15*

[Docket No. 19-999-13](#) – *2019 Universal Service Fund (USF) CAF ICC Review*

Rule Dockets

[Docket No. 18-R450-01](#) – Proposed
*Rulemaking Concerning Utah Code Ann. §
54-17-807, Solar Photovoltaic or Thermal
Solar Energy Facilities, Enacted May 8,
2018*

[Docket No. 18-R460-01](#) – Proposed
*Rulemaking Concerning Utility/Customer
Relations regarding Third-Party
Solicitations*

[Docket No. 19-R310-01](#) – Proposed
*Amendment to R746-310, Uniform Rules
Governing Electricity Service by Electric
Utilities*

[Docket No. 19-R314-01](#) – Proposed
*Rulemaking Concerning Utah Code Ann. §§
54-17-901 to -909, Community Renewable
Energy Act*

Complaint Resolution

The Role of the Division of Public Utilities

A dissatisfied customer who cannot resolve utility service issues through contact with the utility can seek assistance from state regulators. Utility consumers may contact the DPU (www.publicutilities.utah.gov) through an informal complaint process. DPU staff construct a factual statement through discussions with the complainant and the utility regarding the problem. Often this step resolves the dispute.

Formal Complaints

If the informal process does not yield satisfactory results for either party, the complaint can be escalated to the PSC as a formal complaint requesting review and a hearing. Complaints resolved through informal and formal processes are listed below. By far, most customer complaints are resolved during the informal process.

Type of Utility Complaint	Informal	Formal
Electric	80	7
Natural Gas	72	8
Telecom – ILEC* (including CenturyLink)	72	6
Telecom – CLEC*	28	0
Telecom – Long Distance	0	0
Water and Sewer	9	0
TOTAL	261	21

* ILEC – Incumbent Local Exchange Carrier

* CLEC – Competitive Local Exchange Carrier

FY 2019 ANNUAL REPORT

**Public Service Commission of Utah
160 East 300 South
Salt Lake City, UT 84111**

Web: psc.utah.gov | Email: psc@utah.gov

Phone: 801-530-6716 | Fax: 801-530-6796 | Toll Free: 866-772-8824